

Job Profile

Job Title: Head of Homelessness System Transformation

Salary Range: £59,865 - £73,166 per annum

Job Grade: Level 6, Zone 1

Contract Type: 2 Years Fixed-Term

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Due to the large volume of services and organisations involved, the homelessness system is not easy for homeless people to navigate. In addition, services that should address the needs of homeless people actually exclude homeless people explicitly or are not configured in a way that enables homeless people to utilise them. This can particularly be the case in universal health and social care services. In some circumstances, staff lack the skills and expertise to support the most vulnerable and complex individuals appropriately. Unmet needs can impede the ability of homeless people to take advantage of, and sustain, accommodation options when offered.

During the Covid-19 pandemic, homelessness services have worked closely with Public Health, colleagues in North Central London Clinical Commissioning Group and the wider NHS, and alongside many other partners, in an integrated way that has provided positive results for homeless people or those at risk of homelessness. Camden aims to cultivate this approach and use the principles of an integrated support model that has been developed during this period so that local services and organisations work better together to form a more cohesive, holistic and accessible system to better support homeless people.

To realise the ambitions of the draft integrated support model, the Homelessness and Rough Sleeping Strategy and Camden 2025, whilst fulfilling the Council's existing leadership role in the borough, a system-wide transformation programme is required. This post has been created to provide solid and consistent leadership for that programme.

About the role

The successful candidate will lead the development and implementation of this ambitious system transformation programme, working collaboratively with those with lived experience of homelessness and with staff at Chief Exec/strategic level through to operational staff and services across the various organisations working or coming into contact with homeless people or those at risk of homelessness. Camden Council as an organisation is looking to break down barriers and service/organisational silos impeding joint working for the benefit of homeless people. We would therefore like candidates to come forward who are open to working in a collaborative, flexible and transparent way. This work should be driven by the needs of homeless people rather than the needs and objectives of any Camden organisation and, as such, there will be a strong element of co-production in this transformation.

The key impacts of this role will be:

- that homeless residents will have greater access to the support that will enable them to sustain their accommodation option(s)
- there will be a greater understanding of homelessness across organisations in Camden
- there will be a better understanding of the barriers faced by homeless residents, and how to effectively support them, in front-line services.

About you

You will:

- be authentic, inspirational and engage others through your personal leadership and ability to make the Council's vision meaningful to all
- demonstrate a wide understanding of the national and local homelessness system and use this to influence the thinking and direction of stakeholders
- create a culture of accountability, ensuring delivery of agreed outcomes across the transformation programme
- create the conditions for effective collaboration between stakeholders by establishing relationships and building trust and rapport in order to build a shared sense of purpose across Camden, unlocking the borough's collective resources for the benefit of all homeless people
- have a commitment to, and experience of, working with service users to co-produce solutions
- be ambitious, challenging and innovative in your approach to driving high standards, quality and value for money
- empower others to be courageous and try new approaches in order to improve services and outcomes for homeless people
- scan the environment and seek out the latest thinking, tools and technologies across all parts of the national homelessness system in order to enhance the system in Camden

Work Environment:

The post holder may be required to work in a variety of teams and workplaces as well as working from home

People Management Responsibilities:

The post has no line management responsibilities but will be allocated support from a Strategy and Change colleague.

Relationships:

This post reports to the Director for Housing Support Services in the Supporting Communities Directorate but may also undertake work under direction of other senior officers in the Council.

The post holder is expected to work closely with homeless people or those at risk of homelessness, with staff across the council and with partners in the NHS and the community. These relationships include (but are not restricted to):

- Elected members, including the portfolio holders for Better Homes and Rough Sleeping, and senior managers in Supporting Communities and Supporting People Directorates
- People with lived experience
- The Council's Corporate Management Team and Directorate Management Teams
- Senior Commissioning and Operational staff across the council and strategic partners

- Corporate Strategy & Change Team
- Public Health
- Adult Social Care
- Senior members of the NCL Clinical Commissioning Group
- Health & Wellbeing Board
- Staff and senior managers in delegated services and partner organisations, including providers of mental health services
- Partners and providers in the voluntary and community sector
- Central Government Departments

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting homeless people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,