

Job Profile Information: Service Manager – Afghan Refugee Family Support Service (AFSS)

Salary Range: £46,756 – £54,238 per annum

Job Grade: Level: 5, Zone: 1

This supplementary information for Service Manager – Family Support (Bridging Hotels) is for guidance and must be used in conjunction with the Job Capsule for Level 5, Zone 1.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide leadership and management to the Afghan Refugee Family Support Service (accommodation-based support in Bridging Hotels) and ensure effective service delivery of AFSS support functions to families living in bridging hotels.

To provide a comprehensive line management service to a team of managers who manage front line accommodation-based wrap-around resettlement support services.

To assist the Head of Service and Directorate in developing strategy and implementing Council policies in order to meet housing need.

Outcomes/objectives that this role will deliver:

- Ensure that Afghan refugees living in bridging hotels receive excellent wrap around support services so they can effectively integrate and sustain independent housing when they move to settled accommodation.
- To lead on the development, service delivery and performance of AFSS which includes producing, analysing and collating statistical data for Commissioners and Head of Service.
- Act as a strategic partner to the Council's multidisciplinary services, VCS, NHS, and Home Office partners to ensure effective support, safeguarding and move on from bridging hotels.

- Lead on the development of good practice models and partnerships across the Supporting Communities Directorate and with other internal and external partners
- Identify the implications of new legislation, government policy and other internal and external developments that impact on AFSS, the council and its partners' work and provide expert written and oral advice and guidance to senior management, staff, councillors and other partners.
- Ensure the bridging hotel environments meet with health and safety requirements and safer management standards by regular monitoring and liaison with hotel management, home office, health and safety and environmental health colleagues.
- Safeguarding – Ensure that staff in the Service receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.
- Ensure robust financial management of service budgets and capital funds
- Provide an emergency out of hours (On-Call) service for bridging hotels.

People Management Responsibilities:

There will be 5-7 direct reports comprising of

- Operations Coordinator
- Information and Data Analyst
- Team Manager (Accommodation Based Support)
- Education, Training and Employment Coordinator
- As a Service Manager, you will be required to provide support to other teams within the Temporary Accommodation Group as needed.
- The post holder will be required to deputise for the Head of Service.
- There will be up to 25 staff in the Service

Relationships:

This is a high-profile service and there will be regular and varied contact with chief officers and senior management across the Directorate and Council, Councillors, Home Office, NHS, officers in partner agencies and members of the public. To include:

- Leader of the Council
- Chief Executive
- NHS/Public Health
- Home Office
- Children's Services/Early Help
- Adult Social Care
- Housing Needs Group
- LBC Housing Management
- Health and Safety Officers
- Environmental Health
- Voluntary and Community Sector
- Community Safety
- Police

Work Environment:

- The post holder will be based between 5 Pancras Square and the two bridging hotels but will be required to work flexibly across services in which AFSS support teams are based.
- The post holder will participate in the emergency on call rota which operates overnight and at weekends.
- The post holder must present as confident and professional and will need to represent AFSS, the Temporary Accommodation Group and the Council at a range of internal and external meetings sometimes outside of core working hours.
- The post holder is required to work flexibly to meet individual and service objective and will be subject to continual change and the management of conflicting priorities.
- AFSS works with individuals who may present with a range of complex needs and challenging behaviour. The post holder must be able to work effectively under pressure, think creatively and make robust decisions independently and with colleagues.
- Staff in the Service will be working with clients, some of whom have complex needs and exhibit challenging behaviour. There may be occasions that clients behave in an aggressive or challenging manner. Staff will receive the appropriate training to minimise the risks they face.
- The post holder is required to have an enhanced DBS check to carry out their duties.

Technical Knowledge and Experience

- At least one year's experience of successfully managing teams
- Proven ability to improve performance (including under-performance) and effect change
- A full understanding of the support needs of families and/or single people living in temporary or supported accommodation
- Knowledge of the development and implications of Supporting People Strategy and Housing Legislation
- Understanding of health and safety issues that relate to support staff delivering services in accommodation based settings when working with clients with complex and challenging needs.
- Experience of liaison and negotiation with a wide range of statutory and independent sector providers
- Demonstrate a commitment to putting the customer at the centre of service delivery
- Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines
- Ability to develop and maintain systems for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

