

## Job Profile

**Job Title: Support Team Manager (Afghan Refugees in Bridging Hotels)**

**Job Grade: Level 4 Zone 1**

**Salary Range: £38,297 - £44,424**

### 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.

### About the role

To provide a comprehensive line management service to a team of support workers who deliver bespoke front line wrap-around support to refugees living in bridging hotels. You will ensure effective delivery of services working closely with internal council services, stakeholders and other partner agencies to meet Home Office and Local Authority outcomes. Your team will deliver an accommodation-based assessment and support service to Afghan refugee families and single people and provide resettlement and integration support to enable households to successfully settle in the UK. Your team will ensure urgent and immediate needs are met and medium to long term needs are identified, and a support plan developed to meet them. To include an understanding of the immigration status/circumstances of each household to enable effective housing options advice, relocation and resettlement support under the relevant resettlement Schemes

To support the Service Manager to develop the service and ensure it meets the requirements of the support specification, health and safety regulations and adult and children's safeguarding legislation.

### Outcomes/objectives that this role will deliver:

- A 'move on/exit plan' for each household living in the bridging hotels.
- To be part of the management team and support the Service Manager to develop and manage the service. Participating in a shift rota covering both evening and weekend working.
- Manage and monitor team performance and ensure staff achieve the agreed outcomes and adhere to relevant Council policies and procedures.
- Participate in the development and review of service performance indicators and outcomes against the Home Office and Council outcomes.
- Lead on and develop a specific area or practice within the service and identify any policy issues arising out of case work. Ensure that policy issues are addressed through practical service delivery changes or developments and take responsibility for their implementation.
- Safeguarding – to ensure that staff receive appropriate training and updates necessary to comply with all risk management and safeguarding procedures.

- To contribute to the delivery of an integrated, customer focused service and participate in team meetings, working group meetings and take an active role in service development and reviews.

**Outcomes/objectives for your staff that you will manage delivery of:**

- To provide a high quality and responsive accommodation-based support service to integrate families into the UK in preparation for offers of settled homes.
- A casework approach to assess and meet the needs of existing refugees and new arrivals to the hotel and identify/mitigate risks
- To work with households and partner agencies to successfully maintain their stay in the hotel pending move on.
- Liaison with Home Office and DWP to establish immigration status of refugees and an agreed exit plan for each family.
- Engage with hotel management around responsibilities, health and safety, guest needs and general occupation of the hotels.
- To observe, evaluate and escalate issues relating to households which may include domestic violence, exploitation and adult and children's wellbeing in accordance with Camden's safeguarding responsibilities.
- To maximise income and provide welfare benefit and debt management advice and/or refer to relevant services
- To support residents to maximise training, education and employment opportunities and refer to relevant specialist services to facilitate this.
- To develop and maintain positive working relationships and liaison with partners and stakeholders to include convening/attending professionals' meetings, case conferences and handover meetings where appropriate.

**About you**

- A commitment to putting the customer at the centre of service delivery
- At least 6 months experience of successfully managing staff
- Ability to manage and motivate staff, identify training needs, and address poor performance
- Experience of assessing the needs of vulnerable clients and monitoring casework outcomes
- Knowledge and understanding of homelessness legislation and the housing options available to homeless people
- Knowledge and understanding of the Welfare Benefit system and legislation
- Experience of liaison and negotiation with a wide range of statutory and non-statutory partners
- Experience of working with vulnerable people and an understanding of risk management in service delivery in an accommodation-based setting.
- Excellent communication skills and the ability to use a range of methods to communicate to a diverse audience.
- Ability to implement Council procedures and to translate policy and legislation into practical procedures and guidelines
- IT literate and ability to use systems to monitor performance and analyse data.
- Ability to effectively provide services to non-English speakers using language support.
- Working knowledge of GDPR and data sharing protocols.

**Work Environment:**

This role will be primarily based in the bridging hotels but there may be times when staff might need to work from other locations. Team managers and support staff work a 36-hour week over 7 days via a shift rota which operates between 09.00 and 18.00 Monday to Sunday.

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 must be able to work effectively under pressure, think creatively and make robust decisions independently and with colleagues.

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. Therefore, must be able to

- manage personal time effectively, work under pressure to deadlines and the ability to respond appropriately to emergency situations without day-to-day supervision.
- The post holder must present as confident and professional and will need represent the Management Team, the Temporary Accommodation Group and the Council at a range of internal and external meetings.

**People Management Responsibilities:**

The post holder will manage a team of up to 8 support workers.

**Relationships:**

- Home Office
- Commissioning Services
- DWP
- LBC Housing Options & Advice Service
- Temporary Accommodation Group (TAG)
- Landlord Services
- Adult Social Care
- Children's Social Care
- Schools
- Primary Care Trust
- Mental Health Trust
- Voluntary and Community Sector
- Police
- Probation
- Community and Hospital Based Teams
- Community Safety

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting 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**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.