

Job Profile: Connect Forward Team Leader

Job Title: Connect Forward Team Leader

Job Grade: 4.2

Salary Range: £42,687 - £49,515

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. 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

Camden's Routes off The Street (RTS) strategy has a core objective of ensuring that all rough sleepers in the borough receive a service offer which means they no longer have to sleep rough and are able to start rebuilding their lives away from the street. The Connect Forward Team Leader will support the delivery of this objective by managing the Connect Forward reconnections team. The role will be flexible in order to adapt to the responsive way rough sleeping services are organised and funded in Camden. Key responsibilities of the role will include managing the Connect Forward team, carrying a case load of reconnection cases, and offering rough sleeping project support alongside the RTS Coordinator. The role will always include team management, but client work and project support will vary according to service needs.

- Manage and develop the Connect Forward team so that it works effectively with rough sleepers who do not have a local connection to Camden. This will involve line management of frontline officers, scoping accommodation options for clients, offering advice to reconnections officers, assessing risk for frontline officers, implementing robust policies and processes, and collecting and interpreting data relevant to the service.
- Carry a small case load of rough sleepers with complex needs, supporting them into sustainable accommodation
- Provide expert housing advice to vulnerable individuals and members of staff in reference to relevant housing law and the Homelessness Reduction Act
- Oversee use of Camden Personalised Budget Fund to provide swift, effective financial interventions that deliver successful outcomes for clients
- Lead and develop projects which help deliver the rough sleeping strategy, Routes off The Street
- Monitor demand and capacity across the rough sleeping workstream, highlighting any risk to the Council's ability to support rough sleepers and providing data as required to support the recovery strategy
- Work collaboratively with partner agencies and make decisions on the best use of resources in order to generate solutions to complex issues associated with rough sleeping in Camden
- Coordinate and chair case conferences for clients with complex needs and who need wrap-around support in order to access and sustain accommodation.

- Liaise with the Metropolitan Police and hotspot teams to ensure effective risk management in relation to clients and accommodation placements.
- Report to senior colleagues and members on work done to support rough sleepers. This will include written briefings as well as oral presentations.
- Record, measure, monitor and report back on the outcomes of the team's work in line with targets agreed with the DLUHC and in line with the Council's RTS objectives
- Work with the RTS coordinator, RTS and Council colleagues to manage demand and referrals to the Adult Pathway

About you

We are seeking an organised and innovative worker to manage the Connect Forward reconnections team, support clients into sustainable accommodation, and support projects associated with the Routes off the Street strategy in Camden.

You will have experience of working with clients with complex needs and working under pressure to deliver results. You will be confident and articulate, enabling you to engage with community stakeholders, public bodies and members, addressing their concerns and deploying resources which meet those concerns. Your experience will include frontline work with vulnerable adults with complex needs or experience of working within street population services. Experience of working on projects and being able to interpret data is also desirable

- Understanding of how to motivate and develop an empowered and flexible team.
- A working knowledge of housing and homelessness legislation as well as housing options for homeless adults.
- Advocating for vulnerable adults experiencing service disengagement and social exclusion, utilising mediation, negotiation, influencing and persuasion skills.
- Experience of working with vulnerable adults with complex needs preferably in a street-based setting.
- Ability to demonstrate high standards of professional boundaries and safe working practise.
- Experience of multi-agency working and establishing partnerships with other professions to achieve excellent outcomes for the service user group.
- Ability to assess risk in a variety of settings and scenarios. Ability to apply this skill in documented form and in dynamic and changing circumstances on a day to day basis.
- Excellent time management, organisational skills and ability to prioritise effectively.
- Ability to be self-motivated, target driven, outcome focused and very resilient.
- Ability to analyse, assess and present data intelligently in order to inform decisions and shape service delivery.
- Ability to make decisions in a dynamic environment, working with other perspectives as required.

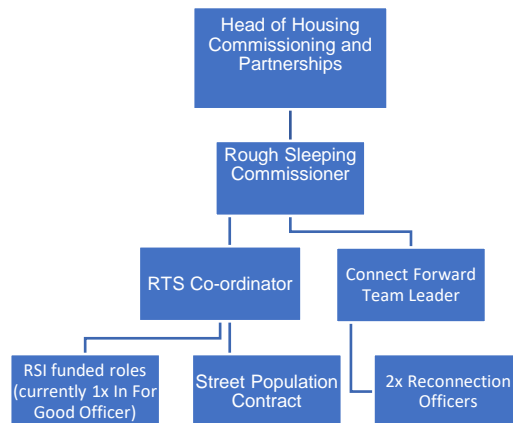
Work Environment:

- The post holder will be required to work in any Council building, in community-based settings and in partnership settings.
- The post holder may occasionally be required to work at weekends, early mornings or in the evenings.
- The post-holder will work in an “agile” way in line with the Council’s move to a flexible and paperless work environment, prioritising their work within an empowered and enabled team culture and recognising and utilising the expertise of others where appropriate.
- The post holder be expected to work unsupervised, make decisions within a peer setting and make appropriate decisions in isolation.
- Post holders are expected to work on their own where it is safe to do so and have regard to the Council’s lone working policies, working with colleagues and partner agencies where appropriate.

People Management Responsibilities:

The Connect Forward Team Leader will manage a team of two Reconnection Officers.

Structure:



Relationships:

The post holder will be expected to build effective partnerships and lead on engagement and communication with stakeholders, including but not limited to:

- Heads of Service and Directors working on the housing and homelessness workstream of the Covid-19 recovery effort
- Commissioners for rough sleeping and supported accommodation pathways
- The Council's Homelessness Prevention Service
- The Routes Off The Street service
- Cabinet Members and Ward Councillors
- The Voluntary and Community Sector (VCS) in Camden, especially those agencies providing specialist services for rough sleepers
- Local and Central Government departments, especially the Greater London Authority and DLUHC
- The Metropolitan Police and agencies working in the criminal justice system
- Specialist providers of substance misuse and mental health services

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). 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,