

## **Job Profile – Re-connections Officer**

**Job Title:** Re-connections Officer

**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**

The role has been developed with funding provided by the DLUHC to deliver innovative solutions for those rough sleeping in Camden who do not have local connection to the borough. This builds on the Council's Routes off The Street (RTS) strategy to ensure that all people rough sleeping in the borough receive a service offer which means they no longer have to sleep rough and can start rebuilding their lives in their home area.

The role will carry a case load of rough sleepers with complex needs who require additional support and an intensive casework intervention so that they access or accept housing and support in their home area and are linked with appropriate services to sustain the outcome.

The role will work dynamically with the Routes off The Streets, the multi- agency Hotspot Team and the Connect Forward Team Leader to prioritise and target cases identified by these teams or referred to them by these teams. For this reason, the reconnections team will be empowered and self- directed, offering innovation and building solutions with other delivery partners without the need for supervision. In support of this approach, the team will have access to a Camden personalised budget fund (CPBF) to support each reconnection plan.

### **Example outcomes or objectives that this role will deliver:**

- Provision of expert housing advice and housing options advice to vulnerable individuals in reference to relevant Housing law
- Ensuring the 'In For Good' policy is fulfilled and those placed in emergency accommodation are given an offer which means they don't need to return to rough sleeping

- Advocating for clients and accompanying clients to meetings in their home area to secure appropriate housing
- Completing RTS assessment for all cases referred to the team, focusing on achievable reconnection plans
- Creative but judicious use of Camden Personalised Budget Fund to provide swift, effective financial interventions that deliver successful outcomes for clients
- Managing a case load of up to 16 complex individuals at any one time, referred by the RTS, emergency accommodation projects or Camden Hotspot Team. Many of these people will be in short-stay accommodation, however some may be rough sleeping at the time of referral.
- 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 objective.
- Ensuring drug treatment options are available to clients in their home area and that any existing treatment offers are transferred.
- To work collaboratively with the Focus mental health team to ensure services are accessed or open for each client where this is appropriate, in their area of re-connection.
- To work under "empowered and enabled" principles innovating, learning and reflecting and sharing ideas and successful approaches with the other teams and services.

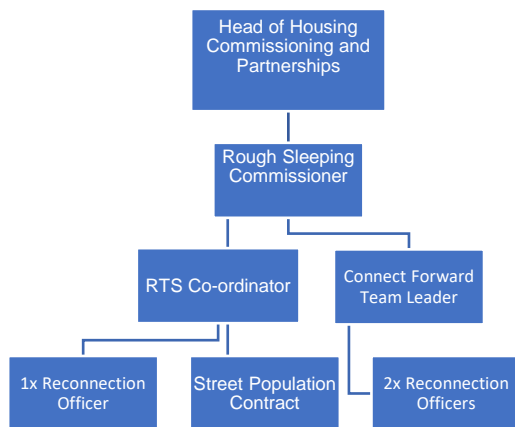
### **About you**

- A good working knowledge of housing and homelessness legislation as well as housing options for homeless adults.
- Ability to advocate for vulnerable adults experiencing service disengagement and social exclusion, utilising mediation, negotiation, influencing and persuasion skills.
- Sound awareness of services available to rough sleepers and vulnerable adults and experience of making referrals to both statutory and voluntary agencies.
- Experience of working with vulnerable adults with complex needs.
- Ability to work un-supervised, make decisions within a peer setting and make appropriate decisions in isolation
- 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 share sensitive data when appropriate in ways which are compliant with the GDPR and to promote the working principles with all stakeholders, especially elected members

### Structure:

The post holder will report to the Connect Forward Team Leader in relation to issues including but not limited to annual leave, sickness management and performance.



### Work Environment:

- The post holder will be required to work in any Council building, in community-based settings or 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 own work within the empowered and enabled team culture 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:**

None.

### **Relationships:**

- Ability to work collaboratively with multiple agencies from the statutory and non-statutory sector
- Ability to work with a caseload of vulnerable people sleeping on the street, in temporary accommodation, in service delivery and informal settings
- Experience of building and maintaining new partnership initiatives to achieve improved outcomes for vulnerable people

### **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.