

## **Camden referral Project Officer - Job Profile**

**Job Grade:** Level 3, Zone 1

**Salary Range:** £33,789 - £38,465

### **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**

Camden Voluntary and Community Sector (VCS) referral is a tool to refer residents who need Food and Advice and Advocacy support to local support provision. The VCS Referral Network tool enables a joined-up federated approach amongst different thematic or geographic networks and supports one point of entry to local community services. Camden is proud to have very active Food and Advice Networks. 55 orgs currently on the system receiving referrals for food and advice support. They have received over 1500 referrals that supported over 2500 residents since its launch in January 2021.

The system is open to frontline staff, VCS organisations and other agencies to refer people to the Advice and Food Support Networks. The referrals made without the need of any prior knowledge of what services available on the ground. The referral system has a level of automation that enables automatic matching between the referred need with relevant service provision in the community. In some instances, the referred need is complex which mean the automatic matching may not work as intended. This may lead to organisation unable to accept the referral and referral remain as "Pending" on the system. There is currently a backlog of pending referrals.

The Project Officer's role involves managing all the referrals that come via the referral system and ensure that pending referrals are triaged via the appropriate channels. This may involve contacting the clients to understand more about their needs and liaising with local organisations to meet this need where appropriate. Full training will be provided to the successful candidate to navigate the system.

Great skill is required to understand the individual requirements of the people who have been referred, with the Project Officer role managing all resident communications and liaising with services. There is also a degree of managing expectations as local organisations are working at capacity and may not be able to respond to clients need immediately.

The referral system records all the referrals made through the system. Data administration is also key to the Project Officer role, it may be required to report on the data recorded by the system as requested.

There is an element of promotional work within this role to ensure residents, Camden staff and community organisations across the borough are aware of the service. This role will also be required to deliver referral system induction training to external delivery partners on occasion.

### **About you**

This role requires:

- A proactive approach and flexibility to carry out a range of duties.
- Excellent customer care services with an understanding of diversity principles within a customer care context.
- Resilience and the ability to problem solve, respond to challenges, and manage expectations, from residents and organisations respectfully and with sensitivity.
- The ability to build and maintain partnerships with internal and external services.
- A willingness to develop knowledge of partner organisations, internal teams, and procedures to facilitate efficient and correct support for residents.
- Strong IT and digital skills with the ability to manage high volumes of customer records and keep databases updated.
- Experience of communicating with a variety of stakeholders by telephone and in writing and drafting any necessary correspondence so that it is clear and easy to understand. Adapting your approach as necessary to ensure residents receive the best WISH Plus service.
- Experience of managing own workload and organisational ability to ensure VCS referrals are managed in a timely and effective way.
- The ability to deliver training on the referral system to partner organisation.

### **Work Environment:**

Agile working. The role is based in 5 Pancras Square Offices. There may be times when you will work out of other locations in Camden, including VCS organisations offices to attend meetings. A balance between these sites and working from home is required – with the expectation to be working in Camden more than outside of Camden in any given week.

### **People Management Responsibilities:**

This role has no line management responsibilities.

### **Relationships:**

The role requires working collaboratively with all Council services, Voluntary Community Sector, Public Health, and Camden residents. Including:

- **Internal** – to foster excellent working relationships across the Council
- **External** – to build effective working partnerships with residents, and anyone else who may refer to on to the Food and Advice Network.

### **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.