

Job Title: **Strategy and Monitoring Co-ordinator - Rough Sleeping**

Section: **Strategic Commissioning**

Grade: **PO4**

Responsible to: **Strategic Lead – Single Homelessness and Vulnerable Adults**

#### **Job Purpose**

1. To coordinate the local partnership response on rough sleeping, providing analysis and monitoring the delivery of programmes and initiatives.
2. To ensure the continuous development, improvement, efficiency and success of the rough sleeping services through effective planning and governance.
3. To manage service delivery, and to develop and implement operational plans aligned with local, regional and national strategic objectives

#### **Key Responsibilities**

1. To monitor and review the Council's commissioned services for rough sleepers including contract monitoring, monthly and quarterly returns, ensuring compliance with the terms of the contract and the service specification, and assisting in developing improvement plans to ensure best value
2. To coordinate regular and timely meetings with key partners, both internal and external, ensuring minutes are taken and distributed to all parties
3. Stay abreast of changes in legislation and regulations that affect rough sleeping populations, assist in writing up good practice and ensure good practice is disseminated to relevant stakeholders
4. Lead on and oversee the operation of the severe weather emergency protocol
5. Respond to enquiries and complaints from members, service users, partner agencies and the public about rough sleepers and associated anti-social behaviour and street-based activity as prescribed by the Council's procedures
6. Attend to cases and issues raised about rough sleeping across the Council including assisting partner organisations and commissioned services in reducing street-based activity including begging, street drinking and sexual exploitation.
7. To coordinate the annual street population count and any additional street counts as required
8. To arrange and attend case conferences on complex needs clients with internal and external partner agencies

9. To draft protocols with internal and external agencies to ensure smooth pathways for rough sleepers
10. To assist the Strategic Lead for Single Homelessness & Vulnerable Adults in identifying new funding streams and working collaboratively to submit bids.
11. To assist colleagues and stakeholders in coordinating operational and strategic multi-agency and cross Borough meetings
12. To lead on the monitoring and oversight of MHCLG-funded initiatives including the Rough Sleeping Grant and Rough Sleeping Initiatives
13. Lead on completing monthly, quarterly and annual returns to MHCLG
14. To represent Haringey Council as the Rough Sleeping Lead at external meetings including the GLA and North London Housing Partnership
15. Responsible for commissioning rough sleeping services including the Street Outreach Team and Housing First
16. To ensure targets are being met for the Strategic Delivery Plan which sits within Haringey Council's new Rough Sleeping Strategy
17. To ensure all data is monitored including the annual rough sleeper count and monthly/ quarterly CHAIN reports, and that the data reflects service delivery plans that are implemented to minimise the numbers of rough sleepers in the borough

	<b>E</b> (Essential)  <b>D</b> (Desirable)	<b>A/I/T</b> Application Interview Test
<b>Education / Qualifications</b>		
1. Relevant management or professional qualification.	D	A
<b>Experience</b>		
1. Needs analysis and use of data and intelligence to drive rough sleeping project and strategic partnership development, and service delivery.	E	A & I
2. Co-ordinating rough sleeping, homelessness and housing related support services (HRS), programmes and projects, including specifying services, defining performance standards and data, and monitoring and reporting on quality and performance.	E	A & I
3. Project, performance and contract management of rough sleeping homelessness, HRS or related services.	E	A & I
4. Extensive multi-agency partnership working in a rough sleeping, homelessness, housing, HRS or related service delivery setting.	E	A & I
5. Local authority procurement policies and processes and using the contracting process to purchase high quality and value for money services.	D	I
6. Experience of working with elected Members and governmental department leads.	D	A & I
<b>Skills / Abilities</b>		
1. Good interpersonal skills and able to communicate clearly and effectively with a variety of audiences, including Members and senior officers, both verbally and in writing.	E	A & I & T
2. High level of personal organisation with the ability to plan and prioritise own and colleagues' work to complete tasks to schedule and meet deadlines.	E	I
3. Negotiation and influencing skills, able to effectively handle tension and conflict sensitively in a contractual, multi-provider and stakeholder setting.	E	I
4. Proven networking skills, able to build productive relationships across organisational boundaries and harness others to achieve outcomes.	E	I
5. Resilience and determination to overcome obstacles and find solutions and workarounds.	E	I
6. High work standards, with keen attention to detail and commitment to high quality outcomes and outputs on a consistent basis	E	I
7. Able to use IT systems including Word, Excel, databases and reporting tools.	E	A & T

8. Good analytical skills, able to look critically at performance and practice and diagnose issues and trends.	E	I
9. Numerical skills with the ability to interpret statistical data and use it for planning and monitoring.	E	A & I & T
10. Project/programme management skills, able to structure the workload making use of appropriate methods and tools.	D	I
<b>Knowledge</b>		
11. Good understanding of the complexity of rough sleeping, homelessness and housing related support issues and sectors	E	A & I
12. Understanding of Haringey's key priorities and policies in respect of rough sleeping, homelessness, housing and HRS, community safety, health and care and the implications for strategic development.	E	A & I
13. Project, contract and performance management and quality assurance methods and practices	E	I
14. Familiarity with rough sleeping and homelessness legislation and guidance and practices, delivery models and new developments in the sector.	E	I
15. Good understanding of available data, research and intelligence to inform strategy and partnership development	E	I
<b>Other</b>		
16. An understanding of, and commitment to, promoting and implementing the Council's equal opportunities policy.	E	A & I
17. Ability to work evenings and weekends when required.	E	I
18. An understanding of, and the ability to follow, guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.	E	I

The employee's duties require the following activities: -

	Yes		Yes
Office duties	Y	Outdoor work / uneven surfaces	N
Use of a computer	Y	Working at heights / on ladders / roof work	N
Audio typing	N	Confined spaces	N
Potentially confrontational work	Y	Outdoor work or extremes of temperature	Y
Crisis or conflict situations	N	Driving a Minibus as part of duties or as a volunteer	N
Management responsibility	N	Driving car / van as part of duty	N
Tight deadlines	Y	LGV / PSV driving	N
Walking 1+ miles during working day	N	Operating lift-truck, digger or crane	N
Use of stairs	Y	Work with significant electrical hazards	N
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)	N	Operating potentially hazardous machinery	N
Regular and repetitive movements	Y	Exposure to potentially hazardous substances	N
Awkward positions e.g. stooping, bending, reaching up	N	Chemicals, e.g. solvents or metal working fluids	N
Sitting / Standing for prolonged periods	Y	Noisy environment (over 80dB[A])	N
Working alone or in isolation	Y	Radiation	N
Working shifts / unsocial hours / nights	Y	Respiratory e.g. dust, fume, solder	N
Risk of infection e.g. TB, Hep B / Other	N	Vibrating machinery	N
Teaching or responsibility for children	N	Preparing raw food / serving food	N
Control and restraint	N	Other: Environments with hazards such as needles	Y