

Implementation Manager

Position Details	
Post	Implementation Manager Single Homelessness Hub
Service Area	Strategic Commissioning
Reports to	Strategic Lead Single Homelessness and Vulnerable Adults
Grade	P05
Duration	6 months
Job Family	To be completed by HR

Role Purpose
<p>The purpose of the role is to manage the development and implementation of a new single homelessness hub in Haringey. The Implementation Manager will work with Council colleagues and a range of stakeholders, importantly with service users, to design and implement a single point of access for housing and homelessness advice, as well as a range of wraparound support services, for single people who are homeless or at risk of homelessness in the borough.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. Produce and maintain a development and implementation plan identifying tasks, owners and milestones. 2. Set up a co-production group of current and formerly homeless single people, Peer Experts, to design the Hub space, the model of delivery and how peer support will be an intrinsic part of the model. 3. Work collaboratively with professionals to ensure the Hub is a conducive working environment for a multi-disciplinary team, including that workspaces, interview rooms and shared areas are mutually beneficial, sufficiently private and accessible. 4. Work with colleagues and contractors delivering the internal build works required to create the Hub environment. This will include ensuring the design of the space is delivered to plan, time and budget and that issues and blockages are escalated appropriately. 5. Work with colleagues in Homes for Haringey to design how the statutory homelessness function will be delivered at the Hub. 6. Engage colleagues, service users and external partners in co-designing the Hub operating model. 7. Work with colleagues in Community Safety, the Police and Outreach Teams to consider how the locality of the Hub will be managed to maximise the engagement of rough sleepers. 8. Create a suite of policies, procedures and protocols around the day-to-day running of the service, which must be trauma-informed and co-produced.

9. Create an outcomes monitoring framework for the Hub.
10. Develop a range of online and hard copy promotional materials about the Hub, to ensure that professionals, services users and the general public are aware and engaged with the service and maximise its benefits.
11. Deliver presentations, meetings and briefings about the service to relevant local and regional stakeholders as required.
12. Respond in person and in writing to enquiries about the service from local residents, stakeholders, elected members and journalists.
13. Contribute to commissioning activity to ensure that Hub protocols around referrals and access into supported housing pathways are streamlined, minimise bureaucracy and waiting times.
14. Develop partnership agreements, information sharing protocols and Memoranda of Understanding as required to ensure that the Hub can collect, collate and share data effectively, whilst maximising the privacy and informed consent of service users.
15. Explore and incorporate best practice in homelessness prevention, engagement and complex needs for single people, including maximising opportunities to learn about what works elsewhere, with a focus on incorporating peer-led research and feedback wherever possible.
16. Undertake any additional responsibilities assigned with the overall purpose and grade of the role as required.

	Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1.	Understanding of the issues facing people affected by or at risk of homelessness	E
2.	Experience working with people affected by homelessness, in particular the co-production of change	D
3.	Ability to influence and negotiate with professional stakeholders to achieve agreement and implement change	E
4.	Organisational skills when faced with competing demands	E
5.	Experience in monitoring a budget	D
6.	Project management qualification	D
7.	Experience of developing and maintaining project management documentation including project plans, risks logs and business cases.	E
8.	Ability to remain outcomes focused, identify and monitor benefits to residents	E
9.	Experience of creating documents and promotional materials for a broad range of audiences	E
10.	Experience of writing policies, procedures and protocols around service delivery for vulnerable people	D

11.	Understanding of psychologically informed environment models and trauma-informed care.	D
12.	Experience of implementing new services, projects or initiatives	E
13.	Ability to think innovatively and identify creative solutions	E
14.	Presentation skills	D
15.	Proactive and enthusiastic approach to complex issues	E
16.	Ability to use Microsoft programmes including powerpoint, excel and word	E
17.	Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies	E

Main Contacts & Other Information
<p><u>Main Contact:</u> Gill Taylor Strategic Lead Single Homelessness and Vulnerable Adults Gill1.taylor@haringey.gov.uk</p>

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	X	90	Use of a computer.	X	70
Audio typing.			Crisis or conflict situations.		
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.	X	70	Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	X	90

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

None

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

None

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

Laptop

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

None

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

None

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

None