

Job Profile

Position Details	
Post	Systems Change Coordinator (Making Every Adult Matter)
Service Area	Adults & Health / Commissioning / Strategic Commissioning
Reports to	Strategic Lead – Single Homelessness and Vulnerable Adults
Grade	P03
Job Family	To be completed by HR

Role Purpose
<p>Using the Making Every Adult Matter (MEAM) framework, to coordinate a systems-change approach to improving outcomes for people with complex homelessness, health and criminal justice needs.</p> <p>To lead a partnership group of practitioners to develop and improve professional responses to people with complex needs within housing, health and criminal justice services. To draw knowledge from the practitioners group to make recommendations to the MEAM Steering Group about strategic change required.</p> <p>To provide some direct support to a small cohort of people with complex needs ('the MEAM cohort'), bringing systems change to life by facilitating improved access to services, addressing barriers and acting as navigator for service users and other practitioners.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To work in partnership with a wide range of professionals and people with lived experience, using a systems change approach to recommend changes and improvements to housing and health services working with people with complex needs in Haringey. 2. To work collaboratively with partners to identify, support and enable the MEAM cohort in Haringey and monitor their housing, health and criminal justice outcomes over a three-year period. 3. To coordinate the monthly multi-agency MEAM Practitioners Group, in particular by chairing and steering the work of the Practitioners group. This will include leading regular meetings, coordinating sensitive data. 4. To report quarterly and on an ad hoc basis to the MEAM Steering group, highlighting progress as well as challenging system leaders to address barriers identified in operational work with the MEAM cohort. 5. To build trusting long-term relationships with homeless people with complex needs that enables the co-production of systems change in Haringey and improved personal outcomes for each individual. 6. To manage a flexible interventions fund, set aside to help people achieve their individual goals or to facilitate supporting people in personalised and innovative ways. This will include keeping and monitoring records of expenditure. 7. To arrange and attend case conferences on complex needs clients with internal and external

partner agencies

8. To attend a range of multi-agency meetings and events with borough, regional and national partners, to share best practice, learn from sector leaders and raise the profile of the MEAM approach in Haringey.
9. Stay abreast of changes in legislation and regulations that affect rough sleeping, homeless and multiply complex populations, assist in writing good practice tools and disseminate to relevant stakeholders.
10. To draft protocols with internal and external agencies to ensure smooth pathways into services for people with complex needs.
11. To assist the Strategic Lead for Single Homelessness & Vulnerable Adults in bringing the learning from the MEAM approach into the strategy and commissioning of all housing-related support and homelessness prevention services.
12. To lead the monitoring, reporting and oversight in the borough's relationship and contract with the Making Every Adult Matter Partnership and Partnership Manager, including providing ad hoc and regular data, attending meetings and representing the organisation at events.
13. To contribute data and insight to the national evaluation of the MEAM approach which Haringey are participating in.
14. To ensure accurate data is collected, analysed and shared appropriately and securely with partners, including creating and managing Information Sharing Agreements, privacy statements and consent agreements appropriate for the work.

Generic Responsibilities

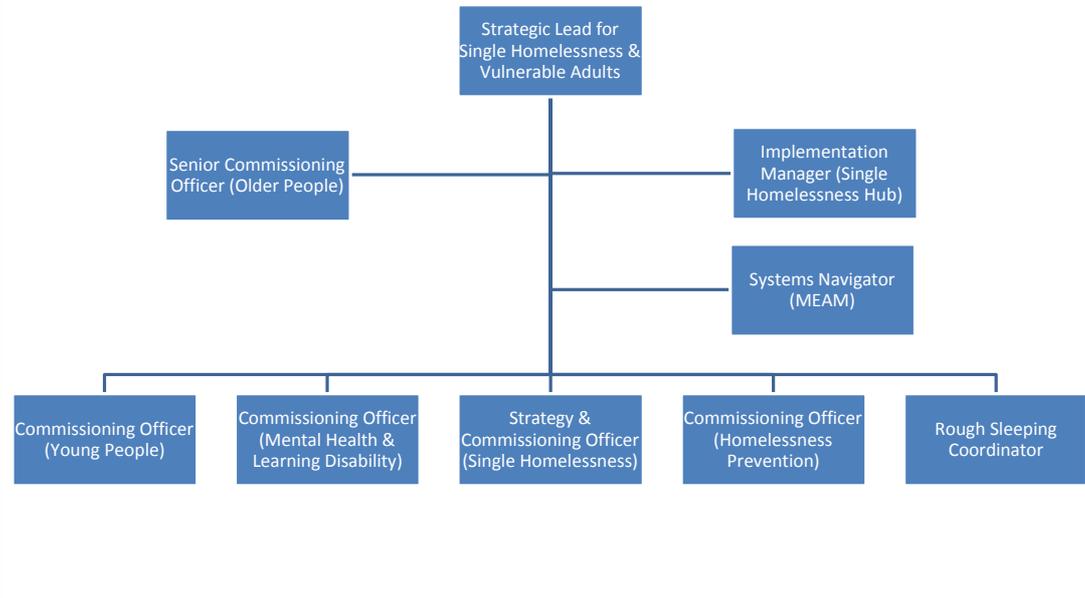
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	
1. Experience of working in frontline support roles with homeless people with complex needs, or people with similar needs.	E
2. Experience working as part of a multi-agency partnership to address complex problems and bring about positive change	E
3. Experience of facilitating and leading meetings, workshops and learning events	E
4. Experience of managing budgets, in particular personal budgets for service users	D
5. Strong interpersonal skills and ability to communicate clearly and positively influence a variety of audiences, including senior officers and multi-agency partners, both verbally and in writing.	E

<p>High level of personal organisation with the ability to plan and prioritise own work as well as coordinating partnership projects.</p> <p>7. Resilience and determination to overcome obstacles and find solutions and workarounds.</p> <p>8. Numerical and analytical skills and to interpret statistical data and use it for planning and monitoring.</p> <p>9. Creating reports, presentations, monitoring documents and service level agreements for use across different organisations.</p> <p>10. Familiarity with relevant housing, health and social justice legislation, policy and best practice relevant to systems change and people with complex needs</p> <p>11. A commitment to, promoting and implementing the Council's equal opportunities policy.</p> <p>12. Able to use IT systems including Word, Excel, databases and reporting tools.</p> <p>13. Ability to work evenings and weekends when required.</p> <p>14. An understanding of, and the ability to follow, guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Main Contacts & Other Information</p>	
<p><u>Main Contacts:</u> Strategic Lead – Single Homelessness and Vulnerable Adults: Gill Taylor</p> <p><u>Other Information:</u> This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>	

Organisational Structure

The Housing-Related Support Team



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				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

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

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

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
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:
N/A
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:
N/A
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:
N/A
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:
Yes - ensuring accurate data is collected, analysed and shared appropriately and securely with partners, including creating and managing Information Sharing Agreements, privacy statements and consent agreements appropriate for the work.
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:
N/A