

## **London Borough of Lambeth**

### **JOB DESCRIPTION**

**Job Title:** Young People's Pathway Manager  
**Grade:** PO4  
**Department:** Supported Housing Commissioning Team  
**Division:** Housing Needs  
**Responsible to:** Strategic Commissioning Manager  
**Responsible for:** N/A

#### **Main purpose of post**

The Young People's Pathway Manager will work across both Housing and Children's Social Care to oversee the functioning of young people's supported housing and semi-independent living, to secure the best outcomes for our service users. The role will involve extensive partnership working in order to ensure excellent service delivery with agencies including the providers; the Supported Housing Commissioning Team; the Young People's Pathway Team within Housing Needs; the Access to Resources and Leaving Care Teams within Children's Social Care; and the Department for Work & Pensions.

Day-to-day the Pathway Manager will manage flow into and out of the pathways, including assessing and matching referrals and working with service providers to organise suitable housing for each service user's needs; leading on placement sustainment interventions; identifying and managing voids; tracking service user progress towards move-on, whilst identifying any barriers to move-on and finding solutions in partnership with providers and relevant partners. The Pathway Manager will also be responsible for overseeing our new prevention services, including mediation and family floating support, ensuring these services meet targets.

#### **Key Unit Accountabilities**

##### **Organising housing**

1. Assessing referrals to the young people's supported housing pathway to determine each young person's support needs, and working with the providers, the Young People's Pathway Team, and any other allocated professionals i.e. Social Worker/ Personal Advisor/ Youth Offending Service Worker/ Care Coordinator to match individuals to services.
2. Working closely with the Access to Resources Team within Children's Social Care to ensure placement requests to semi-independent living, for 16 / 17 year old Looked After Children and care leavers, are fully assessed and matched to services appropriately.
3. To oversee the agreement and accurate recording of care packages for Looked After Children and care leavers.
4. Attending and contributing to weekly semi-independent living panels chaired by Children's Social Care.
5. Establishing, managing and maintaining systems to routinely record accurate information regarding all housing-related support activity, including but not limited to young people requiring accommodation; voids across the services; status and

outcome of referrals; move-on and pending move-on within the services.

6. Prioritising client access to voids based on clear, transparent and specific criteria agreed with commissioners.
7. Ensuring that voids are promptly filled in accordance with agreed targets through efficient administration and collaborative working. Working with providers to ensure timely void turnaround and escalating concerns about voids as appropriate.

### **Managing information**

8. Keeping informed of, and involved in changes within pathway provision
9. Keeping abreast of all relevant legislation, statutory guidance, and good practice in the provision of supported housing, statutory housing duties, and provision of accommodation for Looked After Children and care leavers
10. Working with providers and commissioners to gather data across the pathway and producing monthly reports using this data, covering key pathway activity, including not but limited to referrals; voids; length of stay; flow into, within and out of the pathways.

### **Overseeing services**

11. Overseeing the early intervention, mediation and floating support service and monitoring performance and outcomes.
12. Holding provider placement reviews in partnership with Commissioning.
13. Leading on placement sustainment interventions in partnership with providers and Children's Social Care.
14. Overseeing the submission of monthly progress reports by semi-independent living providers, to Social Workers/ personal Advisor, with clear evidence on work undertaken.
15. Overseeing that monthly progress review meetings between the young person, provider and Social Worker/ Personal Advisor are taking place.
16. To liaise with Children's Social Care and providers in ensuring care packages are reviewed as necessary
17. Identifying operational and strategic issues arising from the work of the services and contribute to the development of policies and procedures in relation to the pathway in conjunction with Housing Commissioning, Children's Social Care and Providers.
18. Administering a process to monitor length of stay and identify when and why move on targets are not met; holding monthly move on meetings and establish time frames with supported housing and semi-independent living services to ensure that actions are being taken to support move on; working with service providers identify and overcome barriers to move on.

19. Collating reports on care leavers ready to move onto their council flats, ensuring work has been completed by providers and Personal Advisors to get them moved.

**General tasks & responsibilities**

20. Attending, participating in, and chairing meetings and panels as required.
21. Creating and overseeing a Panel alongside Children’s Social Care and Housing to oversee referrals into the new single housing-related support pathway for young people.
22. Working flexibly in undertaking the duties and responsibilities of this job and participating as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
23. Taking responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
24. Taking responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

**Person specification:**

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a “Tick” (✓) on the person specification when you complete the application form.</p>		<p><b>Shortlisting Criteria</b></p>
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>		
<p><b>Key Knowledge</b></p>	<p>K1</p>	<p>Excellent understanding of the range of issues likely to affect homeless young people, unaccompanied asylum-seeking children and care leavers; the statutory and regulatory frameworks underpinning these; and the support and accommodation options available to them.</p>
		<p>A✓</p>

	K2	Knowledge of working with performance indicators, including monitoring and reporting on service outputs/outcomes, analysing performance information, and identifying corrective action.	A✓
<b>Relevant Experience</b>	E1	Experience of establishing effective systems to record, analyse and report activity and management information, and contributing to the development/review of operational policies, procedures and complex systems.	A✓
	E2	Experience of working with vulnerable and/or young people; accurately assessing their needs; managing and resolving complex situations; and delivering good outcomes for them.	A✓
	E3	Experience of working collaboratively with service users and stakeholders, to deliver service improvement and development, and meet performance targets and key objectives.	A✓
<b>Core Behaviours</b>		<p><b>Focuses on People</b></p> <p>Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.</p>	
		<p><b>Takes Ownership</b></p> <p>Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p>	
		<p><b>Works Collaboratively</b></p> <p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p>	A✓

		<p><b>Communicates Effectively</b></p> <p>Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p>	A✓
		<p><b>Focuses on Results</b></p> <p>Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p>	A✓