

## JOB DESCRIPTION

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<b>Job Title:</b>	Coordinator – Migrant Accommodation Pathways Support Service (MAPS)
<b>Directorate:</b>	Pan and Central London and Street Homeless Services
<b>Location:</b>	Office is based at Tower Hill, London, and work is peripatetic across London
<b>Reporting to:</b>	Service Manager
<b>Responsible for:</b>	Assessment and Reconnection Workers

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### PURPOSE OF THE JOB

- To deliver the Migrant Accommodation Pathways Support service (MAPS), in conjunction with the team, Casework Coordinator, and Service Manager.
- To provide an initial point of contact for professionals contacting MAPS via the Advice Line.
- To provide one-off immediate advice, troubleshooting, and clarity on next steps to empower professionals to identify routes out of homelessness in line with the MAPS methodology.
- To triage cases that may require ongoing advice and/or casework by MAPS and allocate to MAPS team members.
- To oversee the team's caseload, supporting the team to identify and deliver effective routes off the streets for non-UK nationals.
- To lead on partnership development for the MAPS service in the UK, maximising options for non-UK nationals in the UK.
- To develop partnerships with NGOs and services in key countries across the world, developing best practice in international reconnections.
- To monitor service data for use in monitoring reports, promoting the service across London against targets and identify gaps in service provision.
- To support Assessment and Reconnection workers with day to day case work, exemplifying best practice, quality and innovation.

### KEY RESPONSIBILITIES

#### Delivery of Tier 1 Advice Service:

- To share responsibility with Casework Coordinator for responding to enquiries from professionals via the Advice Line.
- To provide one-off immediate advice, troubleshooting and provide clarity on next steps to empower professionals to identify routes out of homelessness in line with the MAPS methodology.
- To triage cases that may require more complex and ongoing advice and/or casework by MAPS.
- To develop and maintain close relationships and working protocols with homelessness professionals and external partner services, to enable the service to meet agreed objectives and improve service outcomes.

**Partnership development:**

- To promote MAPS across London and use CHAIN data to identify key strategic boroughs.
- To develop partnerships with key referring services such as NSNO, outreach, day centres and other rough sleeping services etc. maximising use of the MAPS service.
- To build routes off the streets for non-UK nationals within the UK through effective partnership work
- To use CHAIN data to identify countries in which to develop contacts and partnerships.
- To use these contacts and partnerships to support the delivery of high quality holistic move on plans.

**Case Coordination:**

- Respond to, manage, record and allocate referrals to MAPS.
- To oversee the team's caseload, supporting the team to deliver effective routes off the streets for non-UK nationals.
- To maximise access to appropriate short term accommodation and to monitor and ensure the efficient use of the MAPS accommodation.
- To monitor service data for use in monitoring reports against targets and identify gaps and blockages to successful routes off the street.
- To support Assessment and Reconnection workers with day to day case work, exemplifying good practice, quality and innovation.

**Capacity building and best practice:**

- In partnerships with the MAPS team, to deliver in-person advice surgeries and joint shifts in boroughs that have a high number of non-UK nationals to promote the service.
- To track barriers to supporting non-UK nationals and share evidence in structured format.
- To provide evidence and case studies to advocate for system-change.
- To work with the specialist services to develop best practice in response to specific needs.

**Financial & administrative duties:**

- To keep accurate records of petty cash and other project monies.
- To keep accurate records and statistics on referrals, outputs and outcomes to feed into performance reports.
- To maintain a high standard of record keeping in line with policy and to ensure that records of all advice given via the advice line are accurate.
- Ensure A&R Workers are adhering to Petty Cash and MiVision policies and procedure.
- Reconcile Petty Cash in managers' absence if necessary.
- Reconcile Concur accordingly.

**To lead and manage a team**

- Taking the lead in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

## **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Coordinator – Migrant Accommodation Pathways Support Service (MAPS)

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience, Skills, Knowledge and Abilities – required for application form:

1. Experience of coordinating a project or team in either homelessness, supported housing, advice, care or another relevant environment.
2. Experience of developing professional partnerships and/or effective joint working with external professionals.
3. The ability to work in fast paced and pressured environment whilst managing multiple service priorities and demands to complete delegated tasks or meet deadlines.
4. The ability to work constructively with and to motivate groups and individuals, creating a positive working culture.
5. The ability to analyse data and communicate this clearly verbally and in written reports.
6. Knowledge of housing legislation, the immigration and asylum systems, and non-UK national eligibility and entitlements.

#### The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:

7. Ability to communicate key information firmly and persuasively both verbally and in writing.
8. Good administrative and IT skills, and the ability to use electronic systems to input and retain accurate records.
9. Experience of motivating and empowering colleagues, staff and/or volunteers to take responsibility for delivering a high quality service or demonstrable willingness and capacity to develop management skills.

#### The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection testing/interview process, we will be assessing candidates against the following competencies:**

<b>COMPETENCY</b>	<b>PRIMARY INDICATORS</b>
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas, improvement and change.</li> <li>• Handles situations and problems with innovation and creativity.</li> <li>• Shows commercial and financial awareness.</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership.</li> <li>• Shows self-awareness.</li> <li>• Works well with other people.</li> <li>• Collaborates and networks effectively internally and externally.</li> <li>• Shows sound communication and influencing skills.</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements.</li> <li>• Able to think strategically.</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.</li> <li>• Has good writing skills at the level required for the job.</li> <li>• Plans, organises and manages time well.</li> <li>• Demonstrates compliance and accountability.</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities.</li> <li>• Is client and customer focused.</li> <li>• Aware of own level of cultural competence and proactively seeks to develop.</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li>• Builds a high performing team.</li> <li>• Provides staff with clear direction and support.</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team.</li> <li>• Manages the operational aspects of their function efficiently.</li> <li>• Implements plans, strategies and services effectively.</li> <li>• Actively contributes to service growth.</li> </ul>