



JOB DESCRIPTION

Directorate:	Housing and Wellbeing
Job title:	Single Homelessness Pathway Manager
Location:	The Guildhall, Northampton
Grade:	8
Salary:	£38,813 - £43,662
Section:	Housing Advice and Options
Reports to:	Housing Advice & Options Manager
Responsible for:	Nightshelter Co-ordinator, Single Homelessness Adviser, Street Services Co-ordinator, 3 Housing Transition Officers

JOB PURPOSE

To co-ordinate, facilitate and manage the delivery of a high quality accommodation pathway for people who are homeless or threatened with homelessness, including people who are being discharged from hospital, being released from prison or leaving care.

To develop, support and promote an innovative, solution-focused, multi-agency approach to tackling, preventing and reducing homelessness and rough sleeping, and work proactively with other services and organisations to ensure that the housing and support needs of people who are sleeping on the streets are quickly assessed and addressed.

To prevent homelessness and minimise the use of temporary accommodation by providing a specialist advice, assessment and resettlement service that ensures that appropriate housing and support is provided, in a planned and timely way, for people who might otherwise become homeless when they leave hospital, leave prison or leave care.

To ensure that the Council's Nightshelter Team, Single Homelessness Adviser, Housing Transitions Officers and the Street Services Team work collaboratively and proactively with one another to provide an excellent, seamless Single Homelessness Pathway Service.

KEY RESULT AREAS

To co-ordinate, facilitate and manage the delivery of a high quality accommodation pathway for people who are homeless or threatened with homelessness, including people who are being discharged from hospital, being released from prison or leaving care.

In doing this, the Single Homelessness Pathway Manager will:

1. Work collaboratively with the Homelessness Reduction Manager and the Social Lettings Agency Manager to ensure that all of the work undertaken by the Housing Advice & Options Service is well co-ordinated and that robust procedures are put in place to deliver efficient and effective, joined-up services that meet the Council's statutory obligations, sustain tenancies, prevent and reduce homelessness, provide settled housing solutions and promote and enable independence.
2. Direct and develop the Single Homelessness Pathway Service in a manner that makes best use of the human, housing and financial resources available to the Council, taking into account local conditions, government priorities, new legislation and the obligations placed on the Council by the Homelessness Reduction Act 2017.
3. Ensure that everyone in the Single Homelessness Pathway Team receives a comprehensive induction and the ongoing training, instruction and support they need to deliver an excellent service and meet their targets.
4. Work collaboratively and proactively with Northampton General Hospital, Berrywood Hospital, health and social care professionals, social landlords, private landlords and advice and support providers to facilitate the safe and timely discharge of patients from hospital, in a planned way that avoids a placement in temporary accommodation, in accordance with agreed hospital discharge procedures.
5. Ensure that Northampton's Nightshelter continues to be well managed, all referrals and exclusions are dealt with in a fair and consistent manner, and that people who are sleeping rough, or are at imminent risk of having to sleep rough, are provided with somewhere safe, warm and dry to stay while they engage with services that are best placed to address their housing and support needs.
6. Work collaboratively and proactively with the National Probation Service, BENCH, NACRO, the Police, the Prison Resettlement Team, the Bridgewood Approved Premises, social landlords, private landlords and advice and support providers to ensure appropriate housing and support are in place for offenders when they are released from prison or they are required to move on from their Approved Premises.
7. Ensure that all housing applications submitted by care leavers who are ready to move on from local authority care are assessed and prioritised in accordance with Northamptonshire's Housing Protocol for Care Leavers in order to help young people achieve a smooth transition to independent living.
8. Contribute positively to the development of new working practices and initiatives that reduce the incidence of rough sleeping, promote the use of multi agency case conferences for rough sleepers who have complex needs and/or a history of repeat homelessness or entrenched rough sleeping, and develop a consistent approach to people who have no local connection but are refusing reconnection.
9. Work collaboratively and proactively with a broad range of services and organisations to encourage and facilitate customers' access to volunteering, training and employment opportunities in order to increase customers' confidence, build their self-esteem, introduce them to new social circles and assist their transition into paid employment.

10. Develop innovative and sustainable housing and employment solutions for non-UK nationals who are sleeping rough, not working and have no entitlement to benefits.
11. Work with faith and community groups to achieve a consistent, joined-up approach to engaging with people who are sleeping rough and persuading them to leave the streets in accordance with Northampton's Multi Agency Rough Sleepers Strategy.
12. Challenge poor practice and use failure as an opportunity for teams, services and organisations to come together to learn from their mistakes.
13. Manage, motivate and develop the Single Homelessness Pathway Team, ensuring that everyone receives regular supervision and appraisal in order to achieve a consistently high standard of work, an equitable distribution of the workload, continuous improvement in the services provided and positive outcomes for customers.
14. Ensure that each customer has a comprehensive personalised housing plan that is kept under review and that, subject to the relevant permissions being given, the contents of the plan are shared with Children's Services and Adult Social Care.
15. Actively promote multi agency working and develop and maintain close working relations with other services and organisations (especially those that are operating from Oasis House) in order to facilitate the flow of information, encourage collaboration and co-operation, achieve the prompt resolution of complex problems and secure the help, advice and support that is needed to empower customers and meet their needs.
16. Establish, develop and maintain strong and effective working relationships with accommodation providers and other stakeholders in order to maximise housing supply, monitor waiting times and length of stay, identify and overcome barriers to move-on, and develop multi-agency move-on plans for customers with complex needs.
17. Chair the weekly meetings of the Multi Agency Homelessness Pathway Panel, ensuring that it is well attended, it is provided with accurate, up-to-date information in relation to all vacancies, and customers' access to the available accommodation is prioritised on the basis of clear, transparent and specific criteria.
18. Represent the Council (as a Core Panel Member for Housing) in local forums, including MAPPA, contribute to risk management planning, provide advice and ensure the customer's housing needs are met, and any issues resolved, within agreed timescales.
19. Ensure that all casework and homelessness prevention and/or relief activity (including research and information gathering, record keeping, assessments, the development and ongoing review of personalised housing plans, and timely decisions and notifications) is completed in line with Part 7 of the Housing Act 1996 (as amended), the Homelessness Reduction Act 2017, guidance and case law, and the Council's policies and procedures.
20. Meet regularly with the Nightshelter Co-ordinator, Single Homelessness Adviser, Housing Transitions Officers and the Street Services Co-ordinator to review their performance and monitor the progress that has been made in relation to their annual work plan in order to ensure effective evaluation of performance against targets.

21. Ensure that all data entry and case recording is accurate and complete, and that it is undertaken within agreed timescales, in order to assist performance monitoring, the analysis of trends and the completion of internal and external returns, including the government's quarterly HCLIC return.
22. Maintain an extensive, up-to-date, in-depth knowledge of relevant legislation, guidance and case law, and share learning with colleagues, in order to ensure that the Council meets its statutory obligations towards people who are homeless or threatened with homelessness and everyone in the Single Homelessness Pathway Service is familiar with all relevant legislation, good practice and case law.
23. Ensure that all members of the Single Homelessness Pathway Team have a good understanding of the Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and they alert Children's Services and/or Adult Social Care if it is suspected that a child or vulnerable adult might be being abused, neglected or harmed.
24. Support and promote the Single Homelessness Forum as a useful and effective way of co-ordinating advice and support services, improving liaison, encouraging multi agency working, identifying gaps in provision and developing new services.
25. Improve the co-ordination and integration of homelessness and rough sleeping services operating in the borough, and work collaboratively and proactively with Northampton Partnership Homes, Registered Providers and local advice and support providers to maximise housing supply, sustain tenancies and increase financial inclusion
26. Work collaboratively and proactively with the Homelessness Prevention Team Leader and the Social Lettings Agency Manager to develop, co-ordinate and promote a wide range of initiatives (including the Social Lettings Agency and Homefinder Scheme) that are designed to remove barriers to the private rented sector and make it easier for new and prospective tenants to find and keep good quality, private rented accommodation.
27. Contribute to the development and implementation of borough-wide and county-wide housing initiatives that prevent homelessness, improve service delivery and provide positive outcomes for people who are homeless or at risk of homelessness.
28. Devise and implement new ways of monitoring and improving the Single Homelessness Pathway and of assessing its effectiveness in preventing homelessness, promoting the take-up of housing options, meeting the needs of customers and reducing the use and cost of temporary accommodation.
29. Ensure that key areas of the Single Homelessness Pathway Service's performance, agreed in consultation with the Head of Housing and Wellbeing, are monitored and the results reported regularly in the agreed format.
30. Represent the Housing and Wellbeing Service and the Council on a variety of forums, working parties and multi-agency panels to exchange information, co-ordinate the actions of service providers, manage risk, develop strategy, agree new ways of working, and meet the housing and support needs of customers.

31. Investigate, analyse and respond promptly to customer complaints and suggestions, Freedom of Information requests and enquiries from Councillors and MPs concerning the Single Homelessness Pathway Service, taking appropriate action to address procedural failings and ensure that future service changes reflect the lessons learned.
32. Maintain professional competence and keep abreast of developments through research and reading, attendance of courses and briefings, and the use of established networks, ensuring all policies and procedures are updated to reflect such changes.
33. Ensure that everyone working in the Single Homelessness Pathway Service has a safe working environment and is aware of their health and safety obligations.
34. Create and maintain accurate records (using manual and computer systems) on all aspects of the service to ensure compliance with agreed reporting arrangements and provide management with the information it requires to monitor performance and service standards in accordance with Council policy and current legislation.
35. Ensure that Management is provided with early alerts in the event of poor or failing performance, or a suspicion of fraud, corruption or impropriety.
36. Deputise for the Housing Advice & Options Manager in their absence.
37. Perform any other duties (appropriate to the grading of the post) that are required by the Housing Advice & Options Manager in order to ensure the delivery of a high quality, caring and responsive Single Homelessness Pathway Service.

Job descriptions will be subject to review and possible change on an annual basis subject to corporate and service plan priorities.

PEOPLE AND RESOURCES

The Single Homelessness Pathway Manager is responsible for the following people and resources:

Financial Resources

- (i) The Postholder is responsible for the effective use and management of an annual revenue budget
- (ii) The Postholder is responsible and accountable for the budgets, budget formulation and long term financial planning of the Single Homelessness Pathway Service, and for demonstrating Value For Money in the delivery of the Service.

Physical Resources

- (i) The Postholder is responsible for ensuring effective and efficient asset management, including the investment and improvement of resources, facilities, ICT requirements and other assets assigned to the service area.

Supervision, management and direction of employees

- (i) The Postholder is responsible to the Housing Advice & Options Manager, together with any other Managers that the Chief Executive may from time to time determine in relation to project-based activity.
- (ii) The Postholder will be responsible for ensuring the effective performance of all staff within the Single Homelessness Pathway Team.
- (iii) The Postholder will be responsible for developing a high performance culture within the Single Homelessness Pathway Service, ensuring that efficiencies are maximised and team working, continuous improvement and customer service are key drivers.
- (iv) The Postholder will be responsible for ensuring the effective deployment of the workforce within the Single Homelessness Pathway Service and provide leadership towards meeting the Council's objectives.

Other people both external and internal

- (i) The Postholder will act on behalf of the Council (as an ambassador, subject lead and/or negotiator, as appropriate) in relation to:
 - Other local authorities and public bodies including governmental organisations
 - Organisations representing private landlords, tenants and homeless people
 - Organisations representing carers and people with disabilities
 - Charities, social landlords, supported housing providers and other non-governmental organisations
 - Other key stakeholder groups – including local advice and support providers.
- (ii) The Postholder will work with Councillors, Managers and employees of the Council to meet the Council's aims and objectives.

CORPORATE RESPONSIBILITIES

- To ensure that the services delivered by the Council are designed to meet the needs of Northampton's diverse customer base and are delivered to the highest possible standards.
- To make a positive corporate contribution, including contributing to or leading on corporate projects and initiatives which may cross cut service boundaries

- To positively work with partners in the best interests of Northampton promoting a “Team Northampton” approach.
- To work with the Chief Executive and the Senior Management Team in the delivery of the Council’s priorities expressed in the Corporate Plan and Service plans.

DATA PROTECTION ACT / FREEDOM OF INFORMATION

Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and the Data Protection Acts of 1998 and 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council’s Data Quality procedures to ensure that all management information is accurate and fit for purpose.

PERSON SPECIFICATION

	Essential/Desirable ?		Methods of Assessment (Yes = Y)			
	E?	D?	Application Form	References	Interview	Other
KNOWLEDGE						
A strong track record of providing decisive and effective leadership, and of successfully managing, motivating, mentoring and coaching staff in a multi-agency setting with complex client groups, including people who are homeless	E		Y	Y	Y	
Experience of improving housing services through successful performance management, including demonstrable experience of providing direction, setting standards and targets, and providing staff with clear feedback on performance	E		Y	Y	Y	
Experience of working in a fast-moving work environment involving co-ordination of a wide range of key stakeholders to achieve positive outcomes	E		Y	Y	Y	
Experience of managing budgets and forecasting expenditure	E		Y	Y	Y	
Extensive experience of delivering and/or managing an efficient and effective casework management service in a homelessness / supported housing service	E		Y	Y	Y	
Knowledge of mental health services, adult social care, children's services, probation and youth offending services and current policy agendas and how these relate to supported housing provision	E		Y	Y	Y	
Experience of managing a demanding and complex work programme with rapidly changing and competing priorities.	E		Y	Y	Y	

KNOWLEDGE (continued)	E?	D?	Application Form	References	Interview	Other
In-depth knowledge of the homelessness legislation (including the Homelessness Reduction Act 2017), landlord and tenant law, and the possession grounds relating to rented and mortgaged property	E		Y		Y	
Knowledge of move-on assessments and move-on options for vulnerable people with multiple, complex needs	E		Y	Y	Y	
Extensive experience, and proven success, in preventing homelessness	E		Y	Y	Y	
Experience of developing and sustaining effective working relationships, and working successfully in partnership with other services and organisations	E		Y	Y	Y	
Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects	E		Y		Y	
Experience of managing a range of complex tasks, with competing demands, and successfully responding to changing circumstances and priorities	E		Y		Y	
Experience of improving services through successful joint / multi agency working	E		Y	Y	Y	
Experience of using IT applications, including Microsoft and specialist housing and/or homelessness systems	E		Y		Y	
An understanding of equality and diversity	E		Y		Y	
An understanding of the requirements of the General Data Protection Regulation	E		Y		Y	
An understanding of the requirement to ensure accurate data entry into record keeping systems for the purpose of producing statistical returns	E		Y		Y	

SKILLS	E?	D?	Application Form	References	Interview	Other
Demonstrable collaboration skills						
Ability to lead on change and achieve effective multi-agency working	E		Y		Y	
Ability to interpret and explain complex legislation and guidance	E		Y	Y	Y	
Excellent negotiating and advocacy skills, and the drive and commitment to meet challenging targets and achieve positive outcomes	E		Y		Y	
Excellent communication skills (verbal and written) and the ability to influence a variety of audiences, including customers, accommodation providers and partners	E		Y		Y	
An effective problem-solver with an organised and imaginative approach to work and the ability to manage difficult situations	E		Y		Y	
Ability to work on own initiative and make clear, consistent decisions	E		Y	Y	Y	
Ability to work well under pressure, prioritise work and meet tight deadlines	E		Y	Y	Y	
Ability to look critically at existing practices, evaluate options and recommend better ways of doing things	E		Y		Y	
Ability to initiate and manage change	E		Y		Y	
Performance management skills, including the ability to provide direction, set standards, and provide staff with clear feedback on performance	E		Y	Y	Y	
Ability to analyse, manage and interpret information and data, and to use it to improve the efficiency, effectiveness and quality of services	E		Y	Y	Y	
Ability to maintain accurate records and case files in electronic and paper format	E		Y		Y	
Good standard of literacy and numeracy	E		Y		Y	

ATTRIBUTES						
Ability to think and act strategically	E		Y	Y	Y	
A self-starter who is outcome focused, target driven and has a strong track record of taking responsibility, making decisions and achieving positive outcomes	E		Y	Y	Y	
Full driving licence and access to own transport for work purposes	E		Y		Y	Y

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	Phil Harris
Job title:	Head of Housing and Wellbeing
Date:	July 2019

Name of job holder:	
Job holder's signature:	
Date:	