

## JOB FAMILIES ~ Customer Services – Housing Assessment Team Manager

Level descriptor – Level 9 (JM2) (230 know-how) Grade JM2

<b>Team Purpose</b> The Housing Assessment Team's key purpose is to ensure that an effective housing advice triage and home choice service (choice based lettings) is delivered on behalf of the Council. This is through early intervention and advice to meet the requirements of the Homelessness Reduction Act 2017. This includes maintaining the HomeChoice Register and working closely with the homeless prevention team, registered housing providers and other colleagues/stakeholders to support those in housing need.	
<b>Role purpose:</b> Required to have significant post qualification experience to deliver specific work streams, provide technical advice and guidance to others (including other professionals) involved in specific service delivery within the housing field and responsible for managing resources within a team (budget and people).	
<b>Typical activities</b>	<b>Knowledge, skills &amp; experience</b>
<p>Manage the direct service delivery and provide technical support for the most complex initiatives and to develop and support colleagues by providing professional direction and giving support to team members on service delivery.</p> <p>Ensure the effective use and operational development of ICT systems used by Housing Assessment and Prevention teams to ensure systems meet service needs. Ensure the accuracy and security of Homechoice/Housing Advice ICT records to comply with relevant Council policies and procedures</p> <p>Propose and help implement service improvements within an agreed service plan to improve the outcomes for service users.</p> <p>Undertake a designated specialist role within the team and be a lead specialist in at least one of the relevant professional areas.</p>	<p>Vocational qualification or experience to at least level 6 or above, relevant to the service user group or equivalent experience to give an in-depth level of knowledge necessary to undertake the most complex development of the service.</p> <p>If required: an approved professional qualification relevant to the area of work and practical experience of working within the technical service giving rise to a variety of technical skills and thorough understanding of the principles of the services available, work practices and processes.</p> <p>Significant experience of working with the most complex and challenging areas of the service.</p> <p>A comprehensive knowledge of legislation and professional codes of practice for the service area.</p>

<p>Provide support and advice to identified communities as detailed within the service programme and address identified needs to comply with community priorities.</p> <p>Supervise, recruit, appraise and develop staff to deliver the service at the agreed performance standards, escalating issues as appropriate to the service manager.</p> <p>Communicate effectively with regional partners, colleagues and communities, both verbally and in writing through the appropriate use of reports and other record keeping within information sharing protocols and record keeping policies.</p> <p>Manage delegated budgets and seek external funding to support service initiatives.</p>	<p>Ability to collect and collate evidence and present findings within communities as the acknowledged subject expert.</p> <p>Ability to supervise recruit, appraise and develop staff</p> <p>Ability to manage/organise own work and that of colleagues to meet agreed deadlines</p> <p>Excellent written and verbal communication skills</p> <p>Ability to engage with colleagues, businesses and partners</p> <p>Understanding of financial constraints and monitoring budgets</p> <p>Understanding and recognition of professional boundaries</p>
<p><b>Performance measures</b></p>	<p><b>Competencies</b></p>
<p>Quantifiable objectives ~ e.g. number of cases held at any one time, impact evaluation of service delivery, quality of records or cases, etc</p> <p>Feedback from businesses, colleagues and regional agencies</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p> <p>360 feedback from staff and colleagues</p> <p>Performance of the team</p>	<p><u>Team Working</u> ~ Assists team members through mentoring and longer term assistance, encourages and empowers others, role model for others</p> <p><u>Service user/ outcome focused</u> ~ sets challenging goals for self and others and identifies opportunities and barriers and deals with them to achieve service delivery</p> <p><u>Problem solving &amp; judgment</u> ~ facilitates others to solve problems, breaks down complex issues into manageable parts and thinks through the implications of decisions</p> <p><u>Planning &amp; Organising</u> ~ Prioritises and organising work for self and others, makes plans to meet the longer term requirements of the service</p>

	<p><u>Business Awareness</u> ~ Understands the contribution the role makes to the service and organisation as a whole, thinks outside own area to appreciate the aims of other services.</p> <p><u>Behaviours</u> ~ demonstrates the leadership/behaviours set out in the council's Values and Behaviours Framework</p>
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**Equality and Diversity**

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

**Health and Safety**

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

**Continuous Development**

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.