

Job Description and Person Specification

Job title:	Housing Support Team Leader
Directorate:	Place
Service:	Development and Planning
Team:	Housing Operations
Post number:	04563
Salary grade:	I
Work location:	Market Street
Reports to:	Housing Support Team Leader
Supervises:	None

Job Purpose

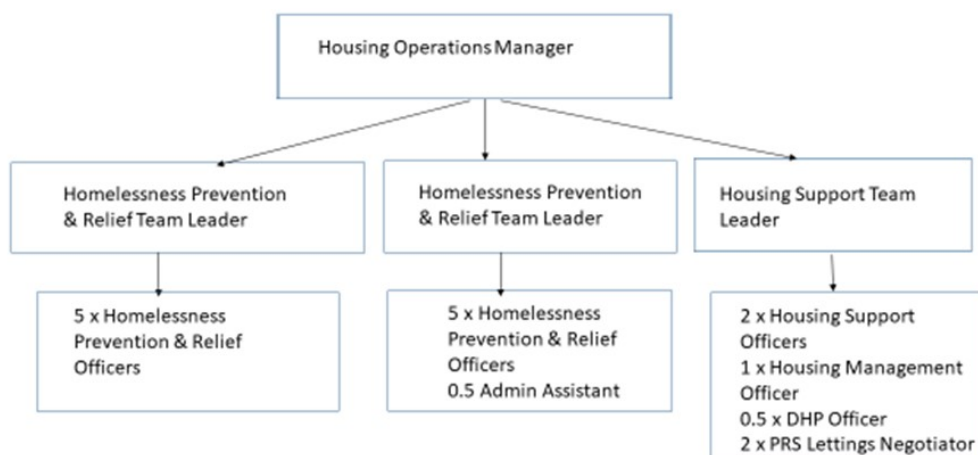
To be responsible for the effective supervision of the day to day work of the Housing Support Team including intensive housing support, partnership work and effective negotiation with voluntary and statutory partners to ensure applicants who are at risk of homelessness and rough sleeping access a range of services. This will include ensuring that case work is effectively managed with robust targets and outcomes.

To ensure officers are upskilled to attend possession hearings to provide support to vulnerable households. Be responsible for ensuring that systems are in place for effective signposting and referral to other agencies for the provision of extensive financial and debt management.

To ensure that support is provided and monitored to applicants residing in accommodation provided by the Council, tenants in social housing and the private rented sector, to include assistance with budgeting, getting into employment and seeking accommodation.

To ensure the delivery of solutions and interventions through the use of problem-solving and collaborative working with a range of partner agencies, key stakeholders, central government, businesses, community groups and residents. Solutions will be designed to ensure that complex homelessness and rough sleeping issues are understood more widely and that we are delivering on the aims within the Reducing Homelessness & Rough Sleeping Strategy.

Structure Chart



Main Duties and Responsibilities

- To manage housing support staff ensuring that 121's, appraisals and training are carried out
- To provide a reactive service to applicants who are at imminent risk of rough sleeping and homelessness and who require intensive support to sustain and maintain their tenancies.
- To provide extensive advice and support to staff to enable them to help applicants in court during possession hearings and to liaise with the landlord both pre- and post-court to ensure a plan is in place to prevent evictions.
- To ensure that performance targets are met and a culture of performance management, customer care, value for money and service users' empowerment is embedded across the team
- To ensure the delivery of preventative and solution based support to statutorily homeless and rough sleeper households during and following the housing offer, working closely with our commissioned services and other providers linked to Housing First and other housing offer models.
- To monitor and report on outcomes relating to under-occupancy collaboratively with colleagues ensuring the maximization of income for households through extensive work on affordability and options to downsize is achieved.
- To provide support and solutions for complex rent arrears, anti-social behavior and tenancy issues and participate in the Temporary Accommodation Panel.
- To contribute to the management of complex casework and outcomes related to budgeting and accessing services for residents of the Council's Gypsy and Traveller site.
- To act as lead contact for the Council's Hostel provision and Registered Providers in relation to residents who are not complying with the terms of their tenancies or licenses and are threatened with homelessness ensuring that pre-eviction protocols are adhered to and preventative solutions are achieved.
- To manage a proactive move on support service to residents experiencing rough sleeping and homelessness that require short term or longer term accommodation and support.
- To manage Discretionary Housing Payments (DHP) ensuring that performance targets are achieved, the policy is regularly reviewed and adhered to, payments are reconciled and prevention opportunities are maximised through allocation of DHP payments.
- To keep up to date with the Welfare Reform Act, Housing Act, Homelessness Act and ensure staff are trained Changes and to contribute to staff briefings in relation to the same.
- To liaise with members of partner organisations and charities in order to access support for private and social sector tenants that will enable tenancy sustainment, making referrals where required
- To follow safeguarding procedures and policies to ensure vulnerable adults with housing difficulties receive the right services at the right time
- To work with The Ministry of Housing Communities and Local Government to share best practice and project monitoring
- To contribute to the Housing Service Plan, Housing and Homelessness Strategies, meeting identified targets and to participate in discussions on policy and procedural issues whilst proactively contributing to the continuous improvement of the Housing Service
- To contribute towards the running of the Housing Service, providing cover for other Team Leaders and managers
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

The post holder will be expected to bring professional judgement and legal interpretation of the relevant Acts as they apply to this function, in addition to representing the Housing Service in a wide range of functions with partner agencies.

Person Specification

Qualifications	Essential/ Desirable	Internal Use Only
Educated to A Level (or equivalent)	E	1
Educated to degree level in a Housing-related subject	D	1
Professional membership of the CIH	D	2
Experience		
Proven track record and experience in negotiation and influencing people	E	1
A minimum of one year proven track record of managing and developing staff in a front line housing or homelessness environment with rough sleepers	E	2
Proven track record of working with Government Agencies and key stakeholders	E	3
Proven track record of working with households with complex needs, social, medical, mental health and substance misuse issues	E	4
Proven track record and experience of managing legal challenges and court proceedings	E	5
Experience of working in a fluid environment and the ability to adapt to meet current needs	E	6
Proven track record of performance management	E	7
Experience of Project Management	D	1
Knowledge and understanding		
Knowledge of the housing market, both locally and nationally	E	1
Extensive knowledge of the welfare & benefits system and of local and national grants available to households at risk of homelessness and rough sleeping	E	2
Knowledge and understanding of housing possession proceedings and defences	E	3
Extensive knowledge and understanding of current and imminent housing and homelessness legislation, including the landlord and tenant act and leaseholders.	E	4
Knowledge and understanding of ASB remedies, including those introduced under the Anti-Social Behaviour, Crime and Policing Act 2014	E	5
Skills and abilities		
Ability to analyse and assess information and to make recommendations for the improvement of the Housing Service	E	1
Excellent IT skills, including Word, Access, Excel, email and internet	E	2
Ability to multi-task and work at pace in a busy working environment	E	3
Ability to work on own initiative and be self-motivated	E	4
Ability to lead and motivate a team	E	5
Competent in negotiation, mediation and advocacy skills	E	6

Ability to adapt and implement change effectively	E	7
Ability to communicate effectively with a wide range of people with different needs, both verbally and in writing	E	8
Work-related personal qualities		
Ability to work as part of a multi-disciplinary team and to contribute towards the improvement of the Housing Service as a whole	E	1
High quality interpersonal skills sufficient to create an atmosphere of trust and confidence when dealing with landlords, clients and colleagues	E	2
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Full clean UK driving licence and use of a car for work purposes	E	2
Ability to work flexibly to attend evening meetings with landlords, clients and within the Council	E	3
Enhanced DBS check with relevant barred list/s	Yes	
Is this post politically restricted?	No	