

## **Job Description and Person Specification**

### **Job details**

Job title: Housing Advice and Options Manager

Grade: Band 9

Reports to: Head of Housing Solutions

Responsible for: x5 Team Leaders, x1 Senior Landlord Liaison Officer, x1 Reviews Officer

Directorate and Service area: Strategic Housing, Development and Property Services (Adults, Health Partnerships and Housing (DASS), and Children's Services)

### **Purpose of the job**

To be responsible for overall development, co-ordination, delivery and performance of a highly effective homelessness prevention, assessment and advice service for people who are homeless or threatened with homelessness, with the ultimate goal of reducing homelessness and minimising the use of temporary accommodation.

To develop, support and promote an inclusive, multi agency problem-solving approach to tackling, preventing and reducing homelessness to increase efficiency, deliver better outcomes for people who are homeless or threatened with homelessness and improve value for money.

To provide people who are homeless or threatened with homelessness with advice on their housing options, taking into account their needs and aspirations, their eligibility for assistance under the homelessness legislation, their priority on the housing register and their ability to sustain a tenancy in the private sector.

To contribute positively to the development of new working practices and initiatives, and the improvement of existing practices, that help to increase upstream prevention and prevent homelessness at the earliest stage, provide settled housing solutions and minimise the use and cost of temporary accommodation.

To provide the Head of Housing Solutions, Assistant Director Strategic Housing, Development and Property Services, Corporate Leadership Team, and Councillors with advice on issues relating to housing advice and homelessness, to help set the strategic direction of the authority.

The role will be based across the locality of North Northamptonshire.

### **Principal responsibilities**

1. Responsible for the management, delivery and performance of a housing advice and options service, including casework and homelessness assessments, ensuring the Council meets its statutory duties in line with legislation, guidance, caselaw and the Council's Homelessness and Rough Sleeping Strategy.
2. Ensure appropriate and prompt assessment of homelessness cases via a highly effective triage service, with a focus on effective crisis management and robust upstream prevention activity.
3. Lead in the procurement, development, management and future improvements to the Council's housing advice and homelessness case management software systems.

4. Responsible for the management and monitoring of the housing advice and options service, including performance against KPIs, collection of relevant data and production of reports.
5. Ensure there are adequate service level agreements, data sharing agreements, partnership agreements and protocols in place for all key partner agencies of the housing advice and options service.
6. Manage, motivate and lead a team of officers working across the housing advice and options service to achieve service delivery and positive results.
7. Manage housing advice and options payments and budgets including forecasting expenditure, taking corrective action where pressures occur.
8. Develop, coordinate, and deliver the Council's Homelessness and Rough Sleeping Strategy and essential policies relating to the housing advice and options service, and assist and support the development of wider directorate / corporate transformations, strategies, plans, policies and procedures, ensuring compliance with statutory requirements reflecting good practice.
9. Actively promote / improve multi agency working / forums with internal and external partners / services to address housing needs and prevention and relief of homelessness.
10. Complete related grant funding bids and develop and implement any associated projects and initiatives with the aim of improving the housing advice and options service and outcomes.
11. Assist in the drafting of reports and undertake presentations to all decision making/governance groups in relation to the housing advice and options service.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## **Special features of the post**

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to degree standard and /or with a relevant housing qualification or demonstrate equivalent capability</p> <p>Evidence of continuing professional development</p>	<p>Member of Chartered Institute of Housing (CIH)</p> <p>CIH awarded qualifications</p>
Experience and Knowledge	<p>Detailed, up to date knowledge of homelessness legislation, including a practical understanding of the routes to a legal challenge.</p> <p>Experience of managing successful and effective housing services in a relevant context</p> <p>Experience of successful performance management including demonstrable experience of improving housing services</p> <p>Experience of managing budgets, including forecasting expenditure and obtaining value for money through procurement</p> <p>Excellent verbal and written communication skills to ensure that consistent and clear messages are delivered to a variety of audiences</p> <p>Business acumen and commercial awareness, with the ability to analyse data/spreadsheets/reports and contracts to identify salient issues</p> <p>Evidence of successful team leadership and motivating, mentoring and coaching staff</p>	<p>Experience of managing a successful and effective housing advice / homelessness service</p> <p>Experience of working with families, vulnerable people with complex needs and homeless households</p> <p>Experience of developing successful partnerships, and working collaboratively and proactively with other services and organisations to deliver services to families, vulnerable people and homeless households</p>

Attributes	Essential criteria	Desirable criteria
	<p>Experience of operating successfully within political, corporate, policy and/or financial constraints</p> <p>Experience of working in partnership with a successful track record of achievement</p>	
Ability and Skills	<p>Spoken and written English fluency</p> <p>Ability to problem-solve using analysis, creativity and innovation</p> <p>Excellent interpersonal skills e.g. communication skills, mentoring and staff development, motivational interviewing</p> <p>Demonstrable partnership and collaboration skills</p> <p>Ability to work under pressure</p> <p>Ability to think and act strategically</p> <p>A clear commitment to, and proven track record of, meaningful customer involvement and consultation</p> <p>Strong track record of motivating and leading teams to achieve service delivery and positive results</p> <p>Ability work on own initiative to achieve results including strong evidence of decision-making, taking responsibility, problem solving and delivery of outcomes</p>	Project management skills including leading a project team

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	
Additional Factors	<p>Willingness to work outside normal office hours where necessary</p> <p>Full driving licence and access to a vehicle for work</p> <p>The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support the Council's contact, emergency and response activities</p> <p>This post is subject to a DBS check</p>	