



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Rough Sleeping Services Team Leader

Grade: Band 7

Reports to: Single Homelessness Manager

Responsible for: Senior Street Outreach Worker

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working within the Single Homelessness Service this role will be responsible for leading and the management of North Northamptonshire Council's rough sleeping services, including an assertive, responsive and intelligence lead street outreach service, to achieve the overarching aim of making rough sleeping in North Northamptonshire rare, brief and non-reoccurring through the provision of timely, effective and multi-disciplinary interventions.

Working with a range of statutory and voluntary sector partners the role will be expected to lead on the development and delivery of a holistic and co-ordinated approach for assisting rough sleepers with a multi-disciplinary package of specialist housing and related support services.

Working with the Single Homeless Manager to prevent homelessness and rough sleeping by identifying opportunities to prevent homelessness and focus on developing solutions to help people avoid the routes to rough sleeping locally.

To act as the main point of contact for all rough sleeping related matters across North Northamptonshire and keep the Single Homelessness Manager abreast on issues arising within the function.

Principal responsibilities

1. Lead the operational delivery of rough sleeping services in North Northamptonshire, ensuring services are high quality, customer focussed and comply with statutory requirements and the Council's policies and procedures.
2. Ensure there is adequate and effective advice, provisions and support for people found sleeping rough, and ensure that people found sleeping rough are supported and encouraged to leave the streets as quickly as possible.
3. Oversee the delivery of an assertive and intelligence led street outreach service, ensuring that it is effective and responsive and that all efforts to locate and support rough sleepers are documented.
4. To support the Senior Street Outreach Worker and our Public Health funded Treatment Team to identify gaps and develop services available for rough sleepers

locally with the aim of achieving a coordinated, timely and holistic approach and ensuring that services respond to emerging needs including the delivery of support hubs in each locality area.

5. Work proactively and collaboratively with internal teams and other services and organisations to safeguard and meet the needs of this vulnerable cohort, build and maintain effective working relationships to support joint approaches to tackling, preventing and reducing rough sleeping locally, including those experiencing entrenched rough sleeping and multiple exclusion homelessness. This will include developing and maintaining protocols, partnership agreements, and data-sharing agreements with key partners, and representing the Council in attending or chairing relevant multi agency meetings.
6. Responsible for the line management, supervision and performance of the Senior Street Outreach Worker, providing them with advice, guidance, support, and training to enable them to deliver effective and outcome focussed rough sleeping and street outreach services.
7. Manage, motivate, and lead team members to achieve service delivery and positive results. Monitor individual and team performance against key performance indicators (KPIs), including production of performance reports, provision of support and/or addressing performance issues where appropriate.
8. Ensure accurate collection, analysis, and submission of internal and external data returns, including statutory returns and performance monitoring data, preparing reports for senior management and partner agencies as required.
9. Support the implementation of the Council's Homelessness and Rough Sleeping Strategy and associated action plan, and items within the Housing Solutions Service Plan. Contribute to the development of funding bids, project implementations, policies, procedures, and strategies that enhance service delivery, create efficiency, improve outcomes and meet statutory and local objectives.
10. Support the management of service of budgets, including keeping robust records of relative expenditure, monitoring expenditure, and forecasting. Ensure payments related to the service are processed accurately and efficiently.
11. Develop, implement and coordinate a robust annual winter plan in conjunction with partners and the voluntary sector to document the local offer available for rough sleepers, including leading and managing the councils Severe Weather Emergency Protocol (SWEP).
12. Coordinate and deliver a robust and successful annual rough sleeper count for North Northamptonshire.

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

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure

Person Specification



Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a relevant qualification (e.g. HND/NVQ Level 4) or show an equivalent capability.	<p>Professional qualification in housing, social care, or a related field.</p> <p>Evidence of continued professional development in housing, management, or related areas.</p>
Experience and Knowledge	<p>Substantial and demonstrable experience at a team leader level (or similar) within a local authority, housing association or voluntary organisation</p> <p>Proven experience in managing and supporting rough sleeping, street outreach or related services</p> <p>Experience of attending and participating in multidisciplinary case conferences.</p> <p>Knowledge of the procedures relating to safeguarding adults.</p>	<p>Experience in partnership working with statutory, voluntary, and private sector organisations.</p> <p>Extensive knowledge of the Housing Act 1996 (as amended) and related legislation and caselaw.</p> <p>Knowledge of housing allocation policies, welfare benefits, and tenancy law.</p> <p>Experience in partnership working with statutory, voluntary, and private sector organisations.</p> <p>Experience of working with rough sleepers, vulnerable people and socially excluded adults.</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>Strong leadership and management skills, with the ability to motivate and develop staff.</p> <p>Ability to form and develop professional and effective working relationships with colleagues, partners and service users and work effectively and enthusiastically as part of a team</p> <p>Excellent assessment and decision-making skills to ensure appropriate timely interventions</p> <p>Good analytical skills and ability to produce and interpret statistical information</p> <p>Excellent written and verbal communication skills</p>	

Attributes	Essential criteria	Desirable criteria
	<p>A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed</p> <p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files</p>	
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> <p>This post is office based</p>	