

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Rough sleeping and Move-on Coordinator



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Housing & Communities, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

This is a new and exciting opportunity, funded by the Government's Rough Sleeping Initiative (RSI). Please note based on external funding this post would be on a 12-month fixed term.

Work closing with the Rough Sleeping Team and Housing Solution teams to understand the local housing need and try to address any gaps identified in types of accommodation needed.

Develop and establish effective pathways into more permanent independent accommodation to support customers affected by Rough Sleeping to achieve rapid and positive move-on from emergency and short-term accommodation.

Coordinate specialist housing services to improve the customer journey such as tenancy sustainment initiatives, tailored housing pathways, specialist support services with partners and improving existing operational pathway processes.

Build and develop strong working relationships with Registered Providers and other local accommodation providers to increase the supply and variety of accommodation options to customers approaching the Rough Sleeping and Housing Solution teams.

Build relationships and confidence with local landlords to identify and create opportunities for customers to access private rented accommodation to support an increase in move-on options , and ensure the accommodation is sustained in the long term, reducing the incidence of rough sleeping and repeat approaches.

Support the Temporary Accommodation & Private Rented Sector Access Manager to develop initiatives relating to the private rented sector to prevent homelessness and rough sleeping such as Landlord Incentive Scheme and Homelessness Prevention Fund.

Accountable to:

This role will be managed by the Rough Sleeper Team Service Manager. The role sits within Housing and Communities Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Establish, develop and maintain close working relationships with registered providers and other supported housing providers, private landlords, property owners, developers and investors to encourage them to work with the Council to meet its Homeless Reduction Act duties and support timely and positive move-on from emergency, short-term and supported housing pathways.
2. Maintain strong working relationships across Housing Strategy and Partnership Service, the Rough Sleeper Team, and other Council departments to proactively support the development and implementation of Rough Sleeping Initiative funded projects to help strengthen the existing rough sleeping pathway.
3. Facilitate and contribute to partnership meetings with a range of statutory, voluntary and community partners involved in supporting customers affected by rough sleeping and harnessing their expertise to deliver and / or increase awareness of services available locally.
4. Support the development of ICT solutions to support the collection of accurate data and intelligence to help identify gaps and barriers and mapping needs.

5. Actively promote the private rented sector, including the Council's landlord incentive scheme, private sector leasing and other initiatives, as a positive alternative to social rented housing and a way of improving people's housing conditions, preventing and reducing the incidences of homelessness/rough sleeping, to create sustainable move-on options.
6. Research, identify and use appropriate good practice move-on frameworks and work with partners to identify and create opportunities for customers to access move-on accommodation provision through early intervention, prevention and ensure a personalised approach to meet housing need.
7. Identify, research and communicate external funding opportunities that could support the rough sleeping pathway and actively support the development and writing of specific funding bid submissions.
8. To provide accurate and up-to-date performance data, analysis of trends and the completion of the government's rough sleeping returns.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills, including verbal and written, and the ability to influence a variety of audiences, including customers, landlords and partners.	Essential	A/I/P

Experience of effective partnership working	Essential	A /I
Well-developed negotiation and problem-solving skills.	Essential	A/I
Good standard of literacy and numeracy, and ability to interpret datasets.	Essential	A/I
Drive and commitment to meet targets and achieve positive outcomes.	Essential	A/I
Ability to work well under pressure, prioritise work and meet tight deadlines.	Essential	A/I
Ability to work in a methodical manner, manage time, maintain accurate records and respond promptly to enquires.	Essential	A/I
Ability to work on own initiative and make clear, consistent decisions.	Essential	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
Understanding of current housing law, such as the Housing Act 1996, Parts VI and VII, Homelessness Act 2002 and the Homelessness Reduction Act 2017	Essential	A/I
An understanding of the needs and challenges faced by people who experience rough sleeping and/ or risk of rough sleeping.	Essential	A/I
Knowledge of local, regional and national policies / agendas relating to Rough Sleeping Initiatives.	Essential	A/I
Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard.	Desirable	A/I
An understanding of equality and diversity, data protection	Essential	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of working with people who have experienced rough sleeping or at risk of rough sleeping and identifying suitable housing pathways to support independent living.	Desirable	A/I
Experience of dealing with complex data/information and using this to evidence new initiatives.	Essential	A/I
Experience of working within a service with high levels of demand, significant time pressure and conflicting priorities.	Essential	A/I
Experience of developing and maintaining effective joint working, successful multi agency working and operating in a demanding working environment	Essential	A/I/P

Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects	Essential	A/I/P
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Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A Level or has equivalent experience in a related role.	Essential	A/I/D
Hold a CIH Level 3 Certificate.	Desirable	A/I/D
Training and experience in the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System	Desirable	A/I
Evidence of continued professional development.	Essential	A/I/D
Hold a full driving licence and have access to own transport for work purposes.	Essential	A/I/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours	Primary work base:	One Angel Square, Northampton
Job family band:	Band 6	Worker type:	Part-flexible
Salary range:	£33,336 - £36,163	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

