**Job Description**

**JOB TITLE :** Housing Solutions Lead

**GRADE :** Grade L

**POST NO :** 3619

**SERVICE :** Customer Access

**UNIT :** Housing Needs & Homelessness

**REPORTS TO :** Service Lead Housing Needs & Homelessness

**RESPONSIBILE FOR :** Housing Solutions which includes the Housing Casework Team, Allocations (Social Housing Register) and Housing Access.

**LIAISON WITH :** Other sections/officers with the council including within Housing Needs, Private Sector Housing, Landlord Services, Housing Benefit, Customer Services, Environmental Health, Housing Strategy and Enabling teams.

External agencies e.g. Registered Providers, Landlords and letting Agents, Job Centre Plus, Support Agencies, Police, Social Services, Probation, Prisons, Health Care providers, Education. Voluntary sector organisations such as CAB, BCHA, Julian House and other advice and accommodation providers.

**PURPOSE OF JOB**

1. To provide a service which is focused on maximising prevention of homelessness alongside homelessness relief where needed that delivers positive outcomes for people in housing need.
2. To ensure that statutory homelessness assessments and notifications are completed in accordance with the legislation and that the requirements of the Housing Act 1966 Part V1, V11, Homelessness Act 2002, Localism Act 2011, Homelessness Reduction Act 2017 are met.
3. To ensure that the service maximises access to housing offers including supported housing and private rented tenancies.
4. To ensure that the service administers the Devon Home Choice register according to the policy and that the service actively delivers positive and efficient outcomes to applicants looking to access social housing.
5. To assist the Service Lead in Housing Needs & Homelessness to deliver the Homelessness Strategy and meet the targets set locally and nationally for the service.
6. To monitor, control and ensure cost efficiency in the day to day use of homeless prevention measures to manage demand for temporary accommodation.

**MAIN ACTIVITIES**

1. To lead the work of the Housing Casework Team to ensure the team have the resources to remain up to date with changes in legislation, case law and good practice in order to provide day to day advice and guidance to staff on issues relating to housing advice, homeless prevention, assessments and the allocation of social housing.
2. To be responsible for the management of the Housing Casework Team and Housing Access Team including coaching, recruitment, induction, training, supervision, appraisal, sickness management and disciplinary where required.
3. To carry out regular quality reviews of methods of working, file maintenance, quality of decisions etc. and use this information in structured supervision of the team.
4. To ensure there are clear and maintained processes and procedure manuals for the team and ensure that the team are clear about the way in which they should be working and the service is delivered consistently by all team members.
5. To provide or secure the information, training, support and other resources required by the team to carry out their duties to the standard required and to achieve continuous improvement.
6. To ensure that the Housing Casework Team have the resources they need to provide a high level of service to people in housing need. This may be through the provision of IT-enabled and digitalised systems and working processes as well as leaflets, advice letter templates and website content, including ensuring that all written communication is consistent across the service, in plain English and of a high quality.
7. To assist the Service Lead where applicable in the completion of statutory reviews and appeals of homeless cases as per section 202 of the Housing Act 1996. This post may be required to attend court as requested.
8. To investigate and respond to complaints in relating to the Housing Casework Team and ensure the outcomes and learning points are shared with the team.
9. To assist the Housing Casework Team Leader in ensuring that Allocations of social housing is being undertaken efficiently and in accordance with Devon Home Choice policy and procedures.
10. To support and assist the Housing Access Team Leader to develop and deliver a range of housing offers for customers at both prevention and relief stages including the supply of private rented housing tenancies in accordance with agreed targets.
11. To respond accurately and promptly to enquiries from Councillors, MP’s and solicitors ensuring that the interests of the council are protected and bringing to the attention of the Service Lead any of the issues of significance.
12. To ensure that the accurate and timely recording of data by all members of the team to facilitate production of statistics for internal service development and for local and national performance indicators.
13. Monitor and control, within budget, expenditure on homeless prevention initiatives and provide information on the relative success of various measures in order to inform future service developments.
14. Lead in the setting up and maintenance of inter-agency protocols to encourage and improve joint working where greater efficiency or benefits to the customers will result. To liaise with relevant colleagues in monitoring their effectiveness and trailing innovation.
15. To represent the Council at multi-agency meetings and committee meetings which may occasionally be outside of normal office hours.
16. To participate in an ‘out of hours’ rota providing emergency advice by telephone direct to customers and also to staff dealing with homeless emergencies.
17. To provide cover for the Service Lead as required
18. Any other duties commensurate with the role.

**DATE LAST UPDATED:** March 2019

**Person Specification**



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**GRADE :** 12 **POST NO :** 3619

**SERVICE :** Customer Access

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Specialist knowledge of legislation and caselaw in relation to homeless prevention techniques, landlord and tenant law, homelessness and social housing allocation  Detailed knowledge of other statutory agencies and their responsibilities towards households in housing needs  Excellent knowledge and demonstrable understanding of the principles of performance management and quality standards  Educated to degree level with proven ability to interpret legal documentation and / or Professional Housing Qualification equivalent to Level 4  NVQ 5 or equivalent in management or leadership or equivalent  Political awareness and a detailed knowledge of the practical management processes and financial management systems in the public sector including human resources, budget monitoring, and committee frameworks.  Detailed knowledge safeguarding and community safety responsibilities. | E  E  E  E  E  D  E | A, T, I  A, I  A,I  A, C  A, C  A, I  A, I |
| **EXPERIENCE &**  **SKILLS** | Experience of working in a social welfare setting  Advanced problem solving skills  Excellent administrative IT and organisational skills  Excellent communication skills and the ability to disseminate detailed information in plain English  Ability to plan ahead, work independently in a systematic way and prioritise a busy workload to meet deadlines  A minimum of 3 years’ experience in managing a team of front line officers in a social welfare setting  Ability to interpret detailed case law and legislation in to actions and amend service delivery accordingly.  Experience of developing housing options including working with social and supported housing landlords and / or enabling access to private rented sectors tenancies. | E  E  E  E  E  E  D  D | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Assertiveness, positive thinking and interpersonal sensitivity.  Ability to remain calm when under pressure and respond to incidents in a measured way  Ability to work on own initiative, anticipate what is needed, think creatively and take ideas forward  Ability to relate appropriately to clients, employees, contractors, landlords and other members of the local community and develop interventions that meet the needs of multiple stakeholders  Ability to build effective working relationships with colleagues and partners and apply diplomacy | E  D  E  D  E | A, I  A, I  A, I  A, I  A, I |
| **OTHER** | Full Driving Licence and access to a vehicle to visit housing allocation schemes or home visits.  Able to respond to emergency call outs as part of an out of hours rota. | E  E | A, I  A, I |

**COMPLETED BY:** Service Lead Housing Needs & Homelessness

**DATE:** March 2019

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference