

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Manager: Homelessness Prevention and Solutions	Grade: PO4
Section: Prevention & Casework	Directorate: Housing and Regeneration
Responsible to following manager: Homelessness Prevention & Solutions Manager	Responsible for following staff: Homelessness prevention and Solutions Officer x 7
Post Number/s:	Last review date:

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To assist and support the Prevention & Solutions Manager in the overall provision, management, development and support of a housing options and homelessness prevention service.

To manage a team of officers delivering the Council's duties under the Homelessness Reduction Act 2017, responsible for developing creative and innovative solutions to prevent homelessness and meet departmental targets.

Specific Duties and Responsibilities

1. At the direction of the team manager, to ensure that a proactive and preventative approach is taken in relation to those who present themselves as homeless to either of the boroughs, responding to emergency/crisis situations concerning individual clients and take appropriate action.
2. To ensure that officers manage their homelessness prevention and assessment casework, maximising customer contact during the Homelessness Prevention duty period to prevent homelessness and avoid the need for temporary accommodation wherever possible. To ensure that services are delivered in an empathetic way, establishing a rapport with clients to ensure a joint focus on the prevention and/or relief of the risk of homeless.
3. To use management systems to proactively manage team caseloads including systems for monitoring casework stages and ensuring the duties of the Homelessness Reduction legislation are complied with.
4. To ensure officers to identify opportunities for using the Homelessness Prevention budget to provide innovative and cost-effective housing solutions to prevent and relieve homelessness.
5. To supervise duty staff, providing them with management support while they carry out homeless interviews, and to make decisions, within guidance and best practice, about individual applicant's entitlement to housing assistance.
6. To ensure high quality and consistency in decision letters issued by officers and to ensure such decisions are made known to the client's in a timely manner ensuring that all decisions are robust.
7. To participate in the Duty Managers rota, responsible for the smooth running of the housing assessment and options service when doing so. Determines the level of any initial duty owed or assistance to be provided to individual housing applicants under Part VI and/or Part VII of the Housing Act 1996, authorises admission into temporary accommodation and/or removal/storage and allocates cases for more detailed work, in a timely and robust manner.
8. To liaise with statutory and voluntary agencies, and other council services as necessary to manage expectations and achieve casework outcomes. To assist the team manager run training and/or awareness sessions e.g. on revisions to the legislation and/or the allocation scheme and/or related processes to both internal and external stakeholders.

9. To liaise with external partner agencies and establish opportunities for taking the service out into the community, by holding housing surgeries for example in the Job Centre Plus, Children’s Centres and other locations as required in and across both boroughs.
10. To engage in partnership working with agencies involved with customers and liaise with appropriate Council departments including Revenues and Benefits, Social Services, Environmental Health and Community Partnerships to ensure robust and cohesive casework management. in and across both boroughs.
11. To manage a team of staff in terms of both task and person, ensuring the highest standards of attendance, performance and conduct. Undertakes officer appraisals with a focus on staff development, improving individual performance and career advancement. Implements the Council’s HR codes as necessary.
12. To draft for the Team Manager complex responses to customer complaints, whether made directly or via the Ombudsman. Infrequently, to act as a witness in litigation/proceedings related to the duties of the post, as directed. As and when directed to work in either borough. Attends meetings with services both within and outside the council to promote and develop the work of the service.

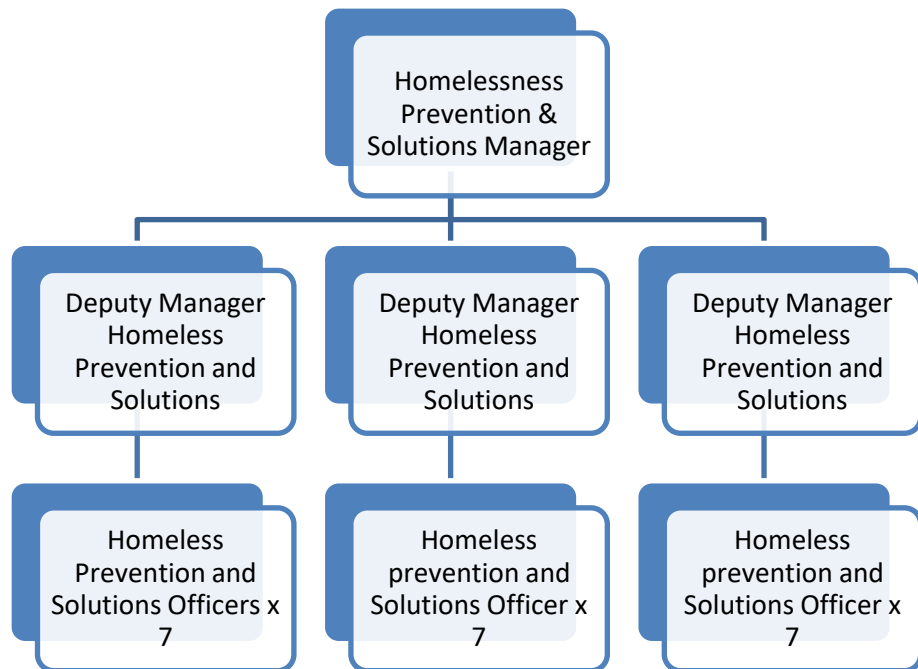
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Job role specific requirements.

- Regularly works after normal office hours to deal with emergencies e.g. security incidents, late bookings, sit ins (Refusal of client to leave the building).
- Infrequently, attends at short or no notice large scale emergency responses as directed e.g. urgent temporary rehousing scenarios and/or other civil contingencies.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Detailed knowledge of relevant Homelessness and Housing Act legislation including security of tenure and private tenants' rights	Y		A/I
Good knowledge of relevant case law and Codes of Guidance	Y		A/I
A good knowledge of services, benefits and support available to applicants experiencing housing problems		Y	A/I
Experience	Essential	Desirable	Assessed

Experience of managing teams providing a front line service	Y		A/I
Experience of performance appraisal and staff development	Y		A/I
Significant experience of housing needs assessment and homelessness prevention	Y		A/I
Skills	Essential	Desirable	Assessed
Excellent verbal and written communication skills	Y		A/I
Ability to problem solve in a fast paced environment	Y		A/I
Ability to manage, supervise and motivate staff	Y		A/I/T
Ability to work effectively part of the wider management team, fostering a flexible and results driven culture.	Y		A/I
Qualifications	Essential	Desirable	Assessed
Minimum of 2 A Level grade C and above or equivalent	Y		A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate