

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Street Homeless Service Deputy Manager	Grade: PO4
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to following manager: Street Homeless Service Manager	Responsible for following staff: Street Homeless Service: 4 x Assessment Officers 2 x Lettings Officers 1 x Accommodation Liaison Officer
Post Number/s: RWH0640	Last review date:

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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 Street Homeless Service Manager in the overall provision, management, development and support of the Council's Street Homeless Service.

To manage a team of officers delivering the Council's duties under the Homeless Reduction Act 2017, managing temporary accommodation and sourcing long term accommodation for people who are at risk of or who have experienced street homelessness.

Responsible for developing creative and innovative solutions to prevent street homelessness and find appropriate housing solutions for a cohort presenting with multiple disadvantages and often complex support needs.

Specific Duties and Responsibilities

1. At the direction of the Service Manager, to ensure that a proactive and preventative approach is taken in relation to those who are at risk of street homelessness. This will involve close collaboration with local hospitals, prisons and the general homelessness service and acting as a single point of contact for referrals into the service.
2. To directly manage and support 4 x Assessment officers with their homelessness casework under the HRA and in securing bespoke housing solutions based on a client's needs and aspirations. Ensure the team's engagement with clients is done so in an empathetic, strengths based and trauma informed way.
3. To directly manage and support 2 x Local Lettings officers focussed on acquiring and arranging viewings of PRS properties for people who have experienced street homelessness.
4. To directly manage and support 1 x Accommodation Liaison officer focussed on managing temporary accommodation for people who have experienced street homelessness.
5. To use management systems to proactively manage team caseloads including systems for monitoring casework stages and ensuring the duties of the Homelessness Reduction Act legislation are complied with.
6. To use internal and external Government and GLA IT systems to manage, monitor and provide data relating to street homelessness in Richmond and Wandsworth.
7. 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.

8. To assist the Service Manager run training and/or awareness sessions e.g. on revisions to the legislation and/or related processes to both internal and external stakeholders.
9. In the context of the new Street Homeless Hub, work collaboratively with partner agencies co-located at the Hub to ensure the effective delivery of services and achieve efficient move-ons from the street and into long term accommodation via the Hub.
10. Help to implement and support the effective implementation of the new Supra Outreach model in relation to the team and how this fits in with local services and partner agencies also moving to this approach.
11. To chair accommodation focussed meetings such as those relating to the Private Rented Sector and the Supported Housing Panel.
12. To be willing to work fixed hours and to work outside of normal working hours on occasion.
13. Hold monthly team and one to one meetings. 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.
14. To draft for the Service 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 Richmond & Wandsworth Better Service Partnerships.
- 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 Richmond and Wandsworth 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,

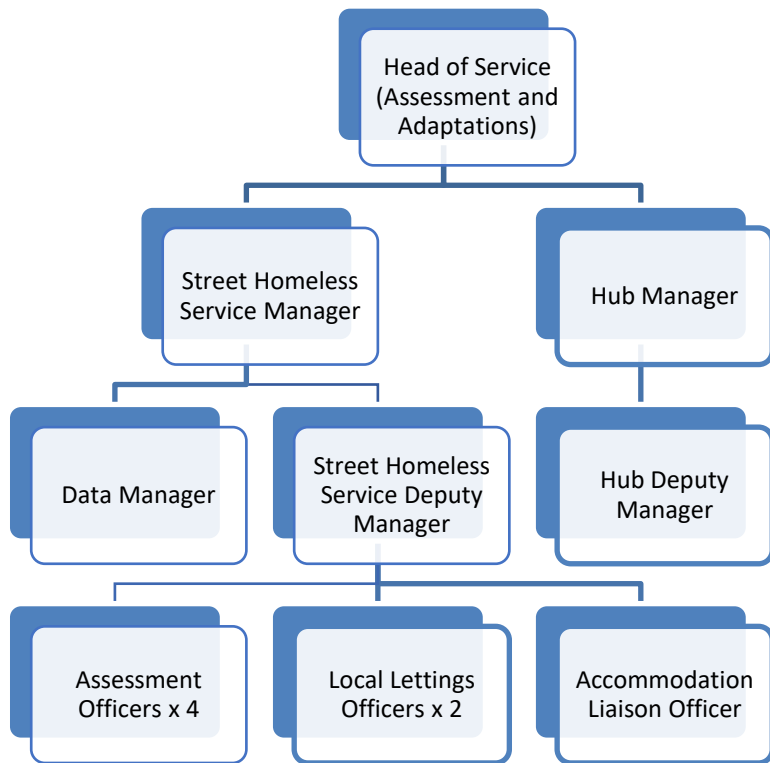
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- Where required, work after normal office hours to support the effective management of the Hub, deal with emergencies and respond to SWEP.
- To regularly travel, within and/or outside of the boroughs in the performance of the duties of the post.
- Attends 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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Post Number/s:	Last review date: N/A

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
Knowledge and understanding of the housing and support needs of homeless and disadvantaged people and the ability to translate knowledge into good practice.	X		A I
Detailed knowledge of relevant Homelessness and Housing Act legislation including security of tenure and private tenants' rights	X		A I

Experience	Essential	Desirable	Assessed
Experience of managing teams providing a front line service	X		A I
Experience of performance appraisal and staff development	X		A I
Skills	Essential	Desirable	Assessed
Ability to problem solve independently with creative and innovative solutions		X	A I
Ability to inspire and motivate staff		X	A I
Ability and inter-personal skills required to work effectively in collaboration with different partner agencies.		X	A I
An understanding of and commitment to Diversity & Equality	X		A I

A – Application form / CV

I – Interview

T – Test

C - Certificate