

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Street Homeless Hub Deputy Manager	Grade: PO4
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to following manager: Street Homelessness Hub Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: N/A

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 support the Assessment Hub Manager with overall responsibility of the day to day management and running of the new Street Homeless Assessment Hub in Wandsworth, serving Richmond and Wandsworth boroughs, including:
 - Managing and coordinating the support for residents.

- Ensuring the Hub is a safe and welcoming place for staff to work and clients to reside in.
- Ensuring the service meets contract and best practice requirements.
- Maintaining and building on the network of relationships and voluntary agencies, and how they support the Hub and client group.

Specific Duties and Responsibilities

1. Care and Support of Residents

- Ensuring that residents and service users accessing support at the Hub receive high-quality advice and assistance that is focused on their strengths and goals, and delivered in a way that suits them and within a framework of active engagement, positive risk taking and person centred planning.
- Ensuring that residents' rights to privacy, dignity and self-determination are promoted, and that their rights as citizens are upheld.
- Ensuring as far as possible that residents are involved in the management of the service and that regular consultation occurs.
- Enabling the residents to participate in, and have access to, available resources and services provided by the Council and partner agencies.
- To ensure the safety of clients and others (e.g. visitors, volunteers, staff members), involving the application of processes which assess and manage factors which could impact on the safety of clients or others, as well as effective follow up of anti-social behaviour and abuse.

2. Housing Management

- Ensuring the provision of high quality housing and housing management through:
 - Implementing licence agreement procedures (beginning and ending).
 - Coordinating appropriate follow up to instances of ant-social behaviour, or other breaches of tenancy/ license agreement.
 - Collection of service charges.
 - Effective arrears and voids control.
 - Ensure cleaning contracts are in place and are effective
 - Prompt follow up of maintenance issues.
 - Ensuring regular health and safety inspections and follow-up in line with Council policies.

- Liaise with the Council's Property Services to ensure provision of quality and seamless housing management service.
- Processing and responding promptly and objectively to complaints from clients, community groups and neighbours.
- To be willing to work fixed hours and to work outside of normal working hours on occasion.
- Ensuring property related risk management and assessment procedures are followed by all team members.
- Where required, carry out duties in line with the Admissions, Evictions and Emergency procedures and ensure these are up to date and effective.

3. Information Management

- Ensuring that Council policies and procedures in relation to information management, monitoring and reporting are fully implemented, in an accurate and timely way, ensuring that all staff members are clear about their responsibilities.
- Ensuring the collation and submission of accurate and timely monitoring information for external bodies as required.
- Participate in the production of promotional information in relation to Council services. Preparing and delivering presentations for internal and external audiences.
- Inputting and extracting information from all relevant computerised packages, client monitoring system, and other accounting and database systems. Using word processing software for the production of own correspondence and report.

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.

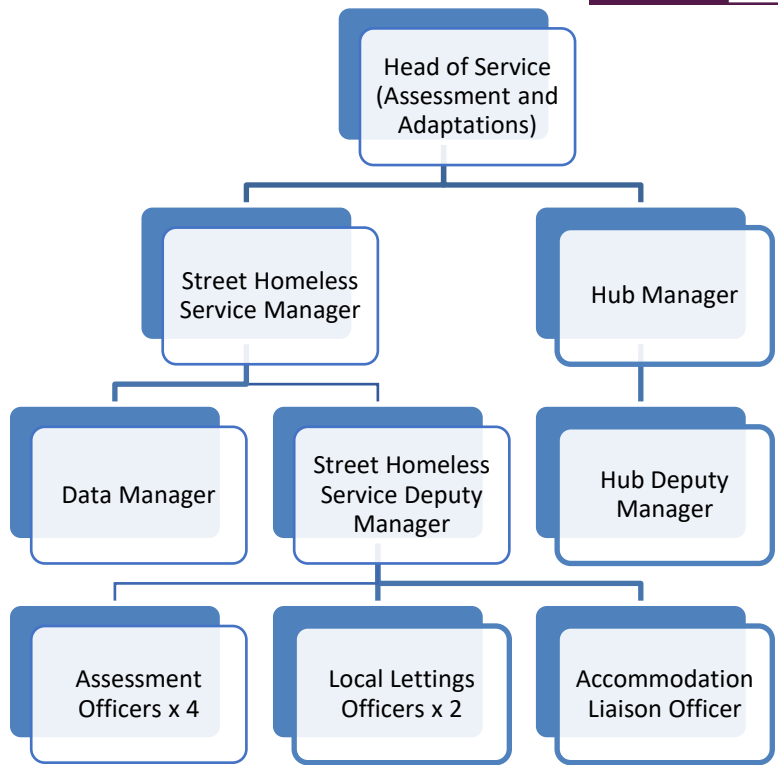


- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness 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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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
Good understanding of health and safety and fire safety requirements within the relevant context of this role.	X		A I
Experience	Essential	Desirable	Assessed

Experience of working with challenging client behaviour and supporting staff in doing the same.	X		A I
Experience of building constructive working relationships with a variety of internal and external contacts to produce positive outcomes.	X		A I
Skills	Essential	Desirable	Assessed
Good understanding of health and safety and fire safety requirements within the relevant context of this role.	X		A I
Ability to organise a demanding and varied workload, planning work and projects and successfully completing these to set deadlines.		X	A I
Ability to effectively maintain processes, procedures and information systems to support the work of your team.		X	A I
An understanding of and commitment to Diversity & Equality	X		A I

- A – Application form / CV**
- I – Interview**
- T – Test**
- C - Certificate**