

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Homelessness Prevention and Sustainment Services Manager (Richmond)	<b>Grade:</b> SSA PO6 -MG1
<b>Section:</b> Housing Assessment and Adaptation	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Head of Housing Services (Assessment and Adaptation)	<b>Responsible for following staff:</b> Deputy Homelessness Prevention and Solution Managers x2 Deputy Resettlement and Homeless Prevention Manager x1 Homelessness Prevention and Solutions Officers x 12 Homelessness Prevention and Early Intervention Officers x3 Rough Sleeper Tenancy Sustainment Officers x 4 Resettlement and Homeless Prevention Administrator x1
	<b>Last review date:</b> April 2024

#### 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**

- 1) Responsible to the Head of Housing (Assessment and Adaptation) for the overall provision of a proactive and comprehensive homelessness prevention and solutions service for anyone at risk of becoming homeless or who may be homeless, and these duties are delivered in a clear and transparent way. To be responsible for producing robust data which accurately reflects the activity across the service and service outcomes in line with the homelessness legislation.
- 2) To oversee the manage and delivery of the Tenancy Sustainment Service and Resettlement Service to rough sleepers rehoused into settled housing solutions via the Rough Sleeper housing pathway and other vulnerable households.
- 3) To deliver the Richmond Borough Local Assistance Scheme providing crisis grants to vulnerable households.

### **Specific Duties and Responsibilities**

- 4) To provide consistent, scheduled and structured supervision across all members of the team(s) within the postholder's responsibility, with a focus of induction/performance/service outcomes and development/training needs. To ensure regular team and other group meetings are held. To implement the employer's HR codes as required.
- 5) To assess team and individual performance outcomes against targets and service aims and priorities, generally and with the employer's annual appraisal scheme. To decide and/or recommend salary advanced under the PRSP scheme.
- 6) To proactively manage the team(s) performance and service delivery using reports and data analytics tools on a regular basis to identify weaknesses, gaps and emerging challenges and to devise and implement strategies to resolve them.
- 7) To create an annual service plan(s) for the team(s) within the postholder's responsibility, ensuring all team members can feed in ideas and to promote full ownership of the plan.
- 8) To manage the Homeless Prevention and Solutions Teams and the delivery of its statutory duties under part VII of the Housing Act 1996. Ensuring applications are assessed thoroughly and appropriately in line with legislation, policy and procedural requirement whilst maintaining a high-quality service.
- 9) To lead on the provision of a strong and innovative prevention focused service, (as per the Homeless Reduction Act 2017) with the aim of reducing the number of applicants where duty is accepted. To develop and implement initiatives and

projects aimed at preventing and reducing homelessness generally and amongst defined vulnerable groups.

- 10) To develop, implement and monitor initiatives to assist the Council to meet local housing needs, minimising homelessness and maximising the use of scarce resources.
- 11) Responsible for the provision of specialist, definitive housing advice and information for Richmond residents, creating and applying best practice and delivering successful outcomes in the prevention of homelessness.
- 12) To have a thorough understanding of relevant legislation and to respond to new legislation, code of guidance and case law to ensure the service is lawful and to ensure teams are kept fully informed, up to date and trained as appropriate.
- 13) Develop and maintain effective working relationships with major stakeholders and partners, internal and external, to ensure that we make the best use of resources available for homeless prevention. To ensure the service is working at and across various locations on an outreach/surgery basis.
- 14) To ensure that the use of the private rented sector in the prevention and relief of homelessness is prioritised applying creative and innovative problem solving to ensure sustainable and affordable housing outcomes for applicants.
- 15) Where prevention of homelessness is not possible to also assess eligibility, qualification and entitlement under the terms of part VII of the Housing Act 1996, taking and approved statutory decisions and associated expenditure.
- 16) To ensure officers are rigorous in the recording of data on IT systems to ensure accurate statistical data is reported and maintained.
- 17) To ensure Deputy Managers are using IT systems to monitor the work of their teams, highlighting under-performing areas and performance improvements and deficiencies.
- 18) To lead the Syrian and Afghan Resettlement Schemes on behalf of L.B Richmond. To collaborate with the Home Office to determine refugee families to be accepted for relocation into the borough including decisions as to the suitability of the families depending on their circumstances and availability of service provision, provision of support to the vulnerable families.
- 19) To be responsible for the overall financial budget for the scheme, including reclaiming grant funding in line with Home Office timelines and requirements.
- 20) Oversee the delivery of an effective tenancy sustainment and resettlement service for rough sleepers housed via the Council's rough sleeper housing

pathway ensuring appropriate interventions are available to prevent tenancies from breaking down in times of crisis.

- 21) To oversee the provision of the Local Assistance Scheme, ensuring grants are awarded to residents those who are eligible and meeting the requirements of the scheme.
- 22) To ensure good management practice across the service including regular staff supervisions and team meetings
- 23) Develop clear and measurable objectives, plans and targets for the service, including performance targets under the Council Performance Related Pay Scheme and make recommendations for awards, as necessary.
- 24) To proactively support the Head of Housing Services (Assessment and Adaptation) and the Assistant Director in ensuring key performance indicators and targets are fully up to date, using service wide electronic recording and monitoring systems.
- 25) To provide confidential advice to elected members and Chief Officers on all aspects of the post holder's responsibilities. To draft complex reports including the Borough's formal decision making and scrutiny committees, and to present such reports as required.
- 26) To initiate, participate in and take the management lead on matters relating to compliance and enforcement; taking responsibility for effective negotiations and conflict resolution to ensure outcomes that reflect Council objectives and policies.
- 27) Managing the service budgets, ensuring value for money by effective performance monitoring against agreed performance indicators/targets and ensuring that decisions and correspondence comply with relevant Housing and Homelessness legislation, policies and other material considerations.

#### **Duties at MG1.**

- Takes a leading role in designing and implementing projects to enhance homelessness prevention and relief and partnership working with statutory and non-statutory agencies.
- Regularly advises senior management colleagues on a wide range of complex, sensitive, and substantial issues.
- Prepares committee and similar reports and presents them accordingly.

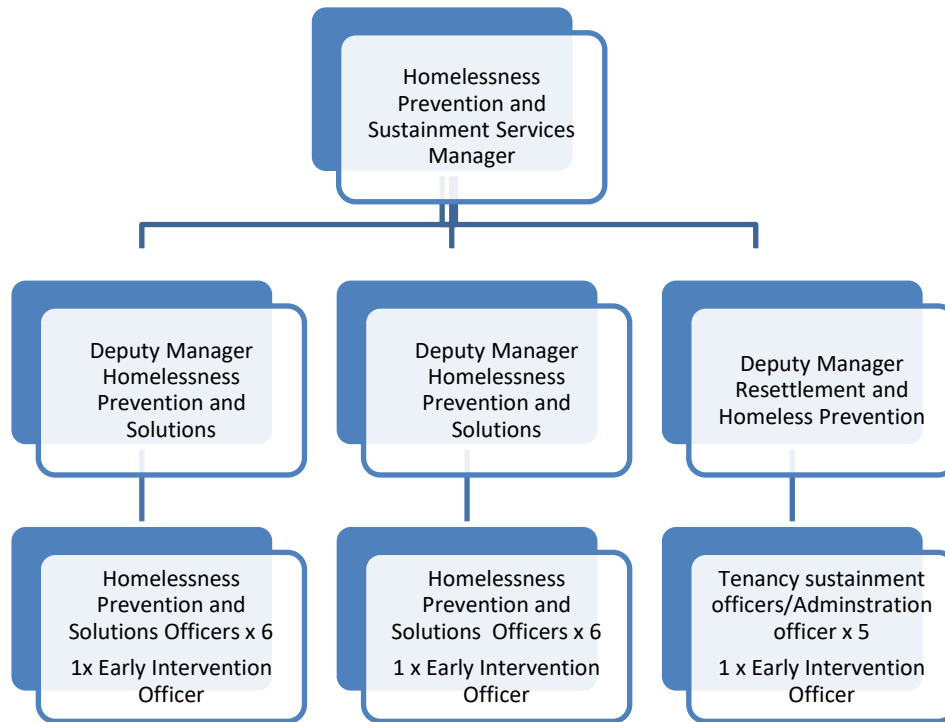
- Deputies for the Head of Service and/or Chief Officer as required.

### **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 Information**

#### **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 the SSA 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 and associated legislation across a number of disciplines including tenancy and homelessness law.		Y	A/I
Knowledge of the various housing options available	Y		A/I/T
			A/I
Experience	Essential	Desirable	Assessed
5 years minimum in Housing needs assessment and the prevention of homelessness.		Y	A/I
Experience of managing teams providing a front-line service	Y		
Experience of performance appraisal and development	Y		A/I
			A/I
			A/I
			A/I
Skills	Essential	Desirable	Assessed
Excellent communication skills, written and verbal	Y		A/I/T
Problem solving in a fast-paced environment	Y		A/I
The ability to manage, supervise and motivate staff as regards both task and person.	Y		A/I
Ability to identify and achieve high pressure service performance standards and targets, with the ability to work well under pressure, in the context of frequently changing priorities and demands	Y		A/I/T
The ability to work effectively as part of the wider management team, fostering a flexible and results driven culture.	Y		A/I
Qualifications	Essential	Desirable	Assessed
Degree level or equivalent through work experience		Y	A/I/C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**