

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Rough Sleeper Assessment Hub Manager	Grade: MG1
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to following manager: Head of Housing Services (Assessment and Adaptation)	Responsible for following staff: Rough Sleeper Assessment Hub Deputy Manager, Hub Night Workers x 2
Post Number/s: TBC	Last review date: August 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

To be responsible for the overall development and day to day running of the Rough Sleeper Assessment Hub including the provision of short stay assessment bed spaces for rough sleepers, the co-ordination and delivery of support services and ensuring the Hub is a safe and welcoming place for staff to work and clients to reside in.

Specific Duties and Responsibilities

1. Developing the Hub

- To play a central role in the development of the Hub during the mobilisation period before the service opens for the first time.
- Ensuring stakeholders are involved in the development of the Hub, taking part in consultation and engagement with community and neighbourhood groups; and trade associations, building trust in the new Service.
- Consult with service users with lived experience of rough sleeping to ensure the Hub is developed to meet the target client group's needs and aspirations.
- Work closely with Community Safety and the Police to establish efficient incident reporting mechanisms and agree emergency protocols.
- Lead on creating and implementing safety procedures and protocols for staff and service users working and residing at the Hub respectively.
- Build relationships with statutory, partner and voluntary agencies to explore how they can support residents and service users accessing the Hub.

2. Care and Support of Residents

- Ensuring that residents and service users accessing support at the Hub receive high-quality person-centred advice and assistance that is focused on breaking the cycle of homelessness and moving on into settled accommodation.
- 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), by ensuring effective health and safety and risk management procedures are in place.
- To ensure move on plans are in place for all clients within two weeks of residence and an efficient turnover of bed spaces in the Hub is maintained

3. Staff management

- To line manage the Deputy Hub Manager and supervise Night staff, setting annual objectives and performance targets.
- Holding regular supervisions and team meetings.
- Ensure the continuing development of staff by carrying out annual appraisals.
- Ensure that adequate cover for the building is provided at all times.

- Ensure the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Ensuring good communication between all services operating at the Hub by holding regular meetings and additional briefings as necessary.

4. Housing Management

- Ensuring the provision of high-quality housing and property 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 a 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 staff.
- Where required, carry out duties in line with the Admissions, Evictions and Emergency procedures and ensure these are up to date and effective.

5. Networking, Liaison and Resource-building

- To be responsible for ensuring services meet the contract and best practice requirements of commissioners and regulators.
- To be responsible for good and effective liaison with outside agencies including the police, social services and other statutory and voluntary agencies and delegating this work where appropriate.

- To be responsible for ensuring that Joint Working Protocols with appropriate external partners are regularly updated and adhered to.

6. 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 systems, and other accounting and database systems. Using word processing software to produce own correspondence and reports.

7. Finance

- To liaise with the Rough Sleeper Co-ordinator and Finance team in the preparation of project budgets.
- To monitor the service's income and expenditure in line with budget.
- To monitor and authorise staff related and office expenditure in line with the Council's budget and in line with financial regulations.

Generic Duties and Responsibilities

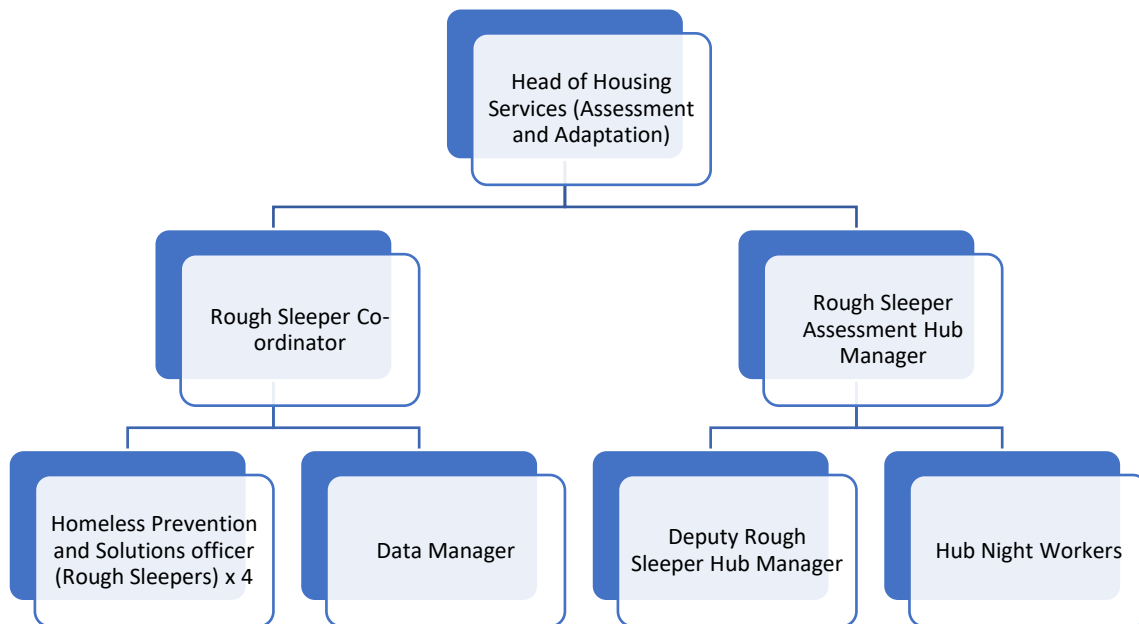
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 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 Job role specific requirements.

- To regularly travel, within and/or outside of the borough in the performance of the duties of the post.

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
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
An understanding of the housing and support needs of people who experience street homelessness and the barriers to breaking the cycle of street homelessness.	X		A/I

Experience	Essential	Desirable	Assessed
Experience of day-to-day management or supervision of staff or volunteers and a good understanding of effective techniques, processes and approaches to staff management.		X	A/I
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
Ability to organise a demanding and varied workload, planning work and projects and successfully completing these to set deadlines.	X		A/I
Excellent written skills and the ability to structure written work clearly.	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
Qualification	Essential	Desirable	Assessed
Minimum of 2 A Level grade C and above or equivalent	X		A/I

A – Application form / CV

I – Interview

T – Test

C - Certificate