

Role Profiling

Role Title:	Housing Options Team Leader
Reporting To:	Strategic Housing Manager
Role Purpose: Why the role exists and its contribution	To manage a responsive and comprehensive statutory homelessness and housing options service, with a strong focus on homelessness prevention and relief. Ensuring the Council meets its statutory duties, with reference to the Housing Act 1996, as amended, the Homelessness Act 2002, Localism Act 2011 and Homelessness Reduction Act 2017, taking into account the relevant Code of Guidance and case law.

Role Specification

What the role holder needs to do to achieve the role purpose

Key Responsibilities	Key Elements
Service Delivery	Manage the statutory homelessness and housing options service, providing information and advice on housing rights & options, ensuring a strong focus on homelessness prevention and relief. Ensure applications are taken, investigated determined appropriately under the terms of the Housing Act 1996 as amended, Homelessness Act 2002, Localism Act 2011, Homelessness Reduction Act 2017, Code of Guidance, case law and the Council's own policies. Assess and reach decisions on complex cases or as directed by the Strategic Housing Manager and hold a small caseload. Authorise, coordinate & monitor the use of interim and temporary accommodation placements, including the storage of belongings. Facilitate referral pathways and move-on plans for clients, especially those placed in temporary accommodation. Work in partnership with the Council's housing-related support services to ensure clients are able to access the most appropriate service to meet their identified needs. Oversee the independent reviews process, preparing cases and liaising with the Independent Review Service, Legal Services and Housing Options Officers, ensuring correct procedures and letters have been sent and that cases are recorded and that deadlines are monitored. On occasions carry out s202 reviews. Provide 2nd tier phone assistance for the Out of Hours Service.

• Staff Management	Undertake all line management duties for the Housing Options team, including appraisals/supervision, performance, personal development, recruitment, induction and training in accordance with the Council's Policies. Provide expert advice, support and guidance to the Housing Options team in the delivery of the service and in dealing with complex cases. Allocate work across the team and undertake regular casework supervision, ensuring that all officers are managing casework in accordance with policy and procedure and within agreed timescales. Liaise with the Temporary Accommodation & Move On teams, to ensure suitable placements for eligible households and to secure placements in the Private Rented Sector where appropriate. Work closely with the Strategic Housing Manager to assist in the overall running of Housing Services.
• Customer Care	Ensure that the Council's corporate standards are met in respect of customer care and equalities and that complaints are investigated and dealt with. Publicise the Housing Options Service, through websites, leaflets, service standards, presenting at events and ensure all information is up to date and in line with legislative requirement. Ensure the efficient delivery of the front-line Housing Service through a duty rota system, planned appointment and the CRM system. Understands the Councils' duties and responsibilities for safeguarding children, young people and adults.
• Joint Working & Policy work	Represent the Council at various multi agency meetings as requested such as MAPPA, MARAC, CMHRS, case conferences and promote the Council's best interests. Contribute to the Council's homelessness strategy and policy work. Lead on certain projects, including those identified in the Homelessness Strategy or Service Plan. Draft and revise homelessness & housing options procedure, letters, protocols and Service Level Agreements, Set up and maintain effective referral and move-on pathways and sign posting processes with other organisations. Have an in-depth understanding of all existing and emerging legislation, regulations and case law relating to housing options as well as good practice nationally.

	Assist the Strategic Housing Manager to investigate, develop, and implement changes to ensure the continuous improvement of the service.
Monitoring	Ensure databases and computer systems are up to date and that statistics for the service are recorded and are accurate. Undertake case work audits as required. Collect and monitor performance indicators for the service, ensuring completion of government and local performance indicators as required. Ensure that all necessary data is provided in an accurate, reliable, and timely manner. Monitor all homeless applications, decisions and prevention outcomes.
Financial	Monitor budgets and recommending charges/fees. Carry out standard credit checking and data referencing of applicants as part of the initial Assessment Process and liaise with the fraud service. Manage a homelessness prevention fund, ensuring maximum value is derived from spend. Have oversight of Housing Services renting accounting system including dealing with maximising income and with rent arrears.

The key decision-making areas in the role	
- Make decisions on the Council's statutory duties under the Housing Act 1996, as amended, the Homelessness Act 2002 and Homelessness Reduction Act 2017, taking into account the relevant Code of Guidance and case law. - Make decisions on the provision of and eviction from temporary accommodation - Give professional advice on issues relating to security of tenure, housing rights and housing options to households threatened with homelessness and/or third parties - Make decisions on complex cases and on cases which staff are unable to resolve - Effective use of resources to achieve service objectives - Make decisions on s202 housing reviews - Appointment, management and development of staff.	

Person Specification - Housing Options Team Leader
Essential (E) or Desirable (D) skills

<u>Qualifications and Training</u>	E/D	AP	INT
A good standard of general education including 5 A - C GCSE Maths/English	E	AP	INT
A recognised housing qualification/CIH membership	D	AP	INT
<u>Experience</u>			
Substantial experience of working in a housing advice or homelessness function. Undertaking complex housing options & homelessness assessments including casework management and giving housing advice and assistance to a variety of households on housing issues	E	AP	INT
Experience of processing and making decisions on homeless applications under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002, and Homelessness Reduction Act 2017, including preparation of complex S184 decision letters	E	AP	INT
Effective management and motivation of a team of staff in a pressurised work environment	E	AP	INT
Experience of recording, collation and interpretation of statistical data	D	AP	INT
Preparation of reports and letters, dealing with complex issues	D	AP	INT
<u>Knowledge/ Skills / Attributes</u>			
Excellent working knowledge and understanding of housing law, especially the Part VI and VII of the Housing Act 1996, as amended, the Homelessness Act 2002, and Homelessness Reduction Act 2017 and relevant Code of Guidance and case law.	E	AP	INT
A knowledge of the welfare benefits system	D	AP	INT
Ability to revise working practices to respond to the needs of the service, to analyse problems and identify practical solutions	D	AP	INT
Excellent written, verbal communication and negotiation skills	D	AP	INT
IT literate with ability to use a range of IT packages and able to help develop systems.	E	AP	INT
Understanding of financial issues and budgetary control	D	AP	INT
Excellent inter-personal skills, including interviewing and listening skills and the ability to deal effectively with difficult customer in stressful circumstances	D	AP	INT

Ability to problem solve including when under pressure	D	AP	INT
Good effective time management with the ability to prioritise tasks and manage own/teams' workload effectively	D	AP	INT
Be self-motivated and have the ability to work on own initiative with minimum supervision	D	AP	INT
<u>Special Requirements</u>			
Commitment to Equal Opportunities, Customer Care and Confidentiality	E	AP	INT
Must have access to a vehicle and hold a current driving licence	E	AP	INT
Ability to work flexibly including working after 5pm as necessary, attend occasional evening meetings and respond to out of hours calls	E	AP	INT
No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (CRB check required as appropriate.)	E	AP	INT
Must be legally entitled to work in the UK	E	AP	INT

AP = Application	INT = Interview
------------------	-----------------