**JOB DESCRIPTION**

**Job Title**: Housing Advice Team Leader

**Department:** Housing Service,People and Places

**Reports to:** Housing Options and Solutions

**Supervises:** Housing Advice Officers, Housing Triage and Support Officers

**Grade:** E

**PURPOSE OF THE JOB**

|  |
| --- |
| To oversee the work of the Housing Advice Team to deliver a proactive homelessness prevention and reactive housing advice service to meet the needs of vulnerable people who are at risk of becoming homeless.  To fulfil the Council’s legal obligations, as the Local Housing Authority, to provide professional housing and homelessness advice services to meet duties in: Part VI and VII Housing Act 1996 (as amended); Homelessness Reduction Act 2017; Welfare Reform and the Children’s Act.  To empower, motivate and develop team members to deliver an excellent service to customers through the day to day management of the service.  Work with the Housing Options and Solutions Manager to monitor and develop homelessness prevention services to meet the needs of customers and make service improvements as required. |

**MAIN DUTIES**

|  |
| --- |
| To provide day to day supervision to the Housing Advice Team.  Provide support to Officers within the Housing Options and Solutions Team, on key service decisions for the relevant legislation, for housing advice and homelessness prevention/relief/main actions and duties and statutory Notifications.  Empower and motivate staff to deliver key housing priorities, ensure they are up to date with legislative changes and training. Ensure strict deadlines and operational processes are delivered to a high standard for customers and comply with legislation.  To oversee officer caseloads and support them with customer responses on a daily basis, particularly for those experiencing difficult, complex and upsetting housing situations. Respond to urgent customer enquiries threated with homelessness, through appointments and Member enquiries.  Working with other senior managers, make any service improvements to streamline the customer journey and operational processes to ensure a high quality of service is delivered and the Council’s legislative duties are met.  Take a lead role in key decisions for the Council’s statutory Housing Duty including carrying out Section 202 review decisions, reviewing homelessness applications and dealing with appeals relating to Homelessness and Housing legislation.  Work to strict deadlines and oversee conflicting demands for homelessness and housing services efficiently to a high standard for customers at all times.  Collate and monitor Government housing and homelessness data to meet funding requirements and collate Housing Register and customer data as required for service requests.  On a day to day basis work in close partnership with social and private housing providers to resolve housing related issues for customers and to reduce homelessness. Build relationships with other key partners and new providers working across the District.  Coordination of the 24/7 out of hours housing advice service with the team to ensure cover is provided on a rota basis, as well as providing rota cover as required, for which a salary supplement will be paid.  To maintain up to date knowledge of housing and homelessness legislation and relevant Codes of Guidance, case law and other best practice and share this knowledge with the team and partners, to ensure an efficient housing advice service is provided at all times.  Make essential links with colleagues and other services as required to provide a holistic approach to housing and health. Develop the experience and knowledge in the team relating to health and vulnerabilities such as mental health, disabilities, offenders, substance misuse, and young people.  Oversee the management for accurate and efficient case management systems and customer records across the team ensuring all personal and service information is securely stored in relation to GDPR Data Protection, Safeguarding, Equalities and Confidentially policies.  To ensure the team complies with the Council’s Health and Safety requirements to minimise risks and protect the safety of staff and customers including safeguarding referrals, accident reporting, emergency planning, wellbeing assessments and lone working procedures.  To participate in any relevant training for the duties of this post and to achieve the key objectives of the service and Council.  To participate fully in the Council’s staff appraisal scheme for this post and the team.  To comply with the Council’s Equal Opportunity and Safeguarding Policies.  This post requires an enhanced DBS check and a full driving licence with car for business use.  To carry out any other duties related to the Council’s housing role as requested by the Housing Options and Solutions Manager, Head of Strategic and Private Sector Housing and the Chief Officer for People and Places. |

**GENERAL RESPONSIBILITIES**

|  |
| --- |
| To embrace the values and behaviours of the Council.  To comply with the Council’s Safeguarding policy.  To comply with the Council’s Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.  To comply with the Council’s Health and Safety policy.  To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.  To participate fully in the Councils staff appraisal scheme.  To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council. |

**PERSON SPECIFICATION**

**Job Title:** Housing Advice Team Leader

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | Good basic education to GCSE A-C standard or equivalent (including Maths and English).  Trained to deliver the 2017 Homelessness Reduction Act.  Computer literacy with ability to use Microsoft packages. | NVQ level 2 Housing or Customer care or equivalent. |
| **KNOWLEDGE, SKILLS & EXPERIENCE** | Extensive technical working knowledge of housing and homelessness services.  Knowledge of housing case management systems and reporting.  Knowledge of the Homelessness Reduction Act, Housing Act and other relevant legislation such as Safeguarding and Children’s Act.  Knowledge of social housing register and allocation processes.  A minimum of 3 year’s experience of working with Part VI and Part VII of the Housing Act 1996 (as amended) and ability to carry out Section 202 review decisions.  Experience in creating strong partnerships and innovative ways of working with others.  Experience of making key decisions in the absence of a Manager.  Negotiation and influencing skills to create housing solutions. | Experience of working in local government.  Experience in supervising or managing others. |
| **APPROACH** | Ability to interpret and explain complex legislation and guidance, to a variety of audiences, and to make clear, consistent decisions.  Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes for customers.  Ability to work effectively as a team member.  Excellent communication skills (verbal and written) and the ability to influence a variety of audiences, including customers, landlords, lenders and the courts.  Committed to personal and professional development.  Ability to work outside normal office hours when required.  Hold a current driving licence and have use of a car for business. |  |