



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Homeless Prevention Team Leader
Post Number	
Accountable to	Housing Needs Manager
Leadership responsibility for	Direct Reports Homeless Intervention and Prevention Officers Responsible for leadership of the Homeless Prevention Team
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	April 2024

Job Description - Principal purpose of job (role summary)

As Homeless Prevention Team Leader you will support the Housing Need Manager to direct and manage the work of individual officers of the Homelessness Prevention Team and encourage an innovative, outcome focused, multi-agency approach to homeless prevention, housing advice and assessment.

You will manage and lead on the prevention and relief of homelessness, and delivery of the Council's statutory responsibilities in line with all relevant regulations to those who are homeless or threatened with homelessness and undertake reviews on appeal of decisions relating to homelessness, suitability of accommodation offered and housing register in accordance with the Housing Act 1996 (as amended).

As councils, we are committing to a new operating model which will bring digital and data into the heart of the organisation. As a leader in the organisation we will ask you to champion this shift and to ensure that your own practice and your service is demonstrably adopting new ways of working.

As a leader within our organisation you will embrace and bring to life our three core principles - resilience, adaptability and participation - embedding them in the daily working practices of the team.

You will be responsible for developing effective multi disciplinary teams from across the organisation for missions based work, ensuring you have the right people to deliver the required outcomes and ensuring:

- Collaborative practice
- Clear communication
- Clear definition of tasks and responsibilities
- Clear goals, objectives and strategies
- Recognition of and respect for the competence and contribution of each team member
- Competent leadership

Main duties, tasks and responsibilities of post holder

Leadership responsibilities
Create a culture of adaptivity and creativity, setting the direction by role modelling our behaviours and principles
Work to make teams more representative of the communities they serve in terms of equalities and inclusion
Build strong working relationships and embed a culture of genuine collaboration and partnership working across the organisation
Provide positive and inclusive leadership - acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace whilst ensuring that any

concerns are addressed promptly
Bring creativity and innovation to problem solving with your team - co-create a range of imaginative solutions or options, identifying the risks associated with each option
Drive your team's focus on delivering a quality and committed service and gather the data needed to provide effective performance management and development
Develop effective multi disciplinary teams for missions focused work, ensuring you have the right people from across the organisation to deliver the required outcomes
Provide an excellent employee lifecycle experience, including onboarding, quality conversations and appraisals and development opportunities. You will undertake an investigatory management role or hearing manager role in regards to employee relations cases, working to uphold our Council's values and behaviours.
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To ensure that an accurate, comprehensive record is kept of all interviews, visits, meetings, telephone calls and follow-up action (and that files are maintained to a high standard) in accordance with the Council's policies and procedures and in order to assist monitoring, decision-making and effective case management.
To check and authorise all homelessness decisions under Part VII of the Housing Act 1996 (as amended) and ensure that all enquiries and applications are dealt with in an efficient, timely and lawful manner and that the team is appropriately briefed on case law developments and the outcome of all homelessness reviews and appeals.
To work closely with the Council's Legal Services Team to minimise legal challenges and deal all S202 reviews.
To keep up to date with relevant legislation, case law, Government guidance/policy and best practice initiatives.
To ensure that all members of the Homelessness Prevention Team are familiar with Councils' policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and they raise an alert when they suspect that a child or vulnerable adult might be being abused, neglected or harmed, or that a child is living with a perpetrator of domestic violence.
To represent the Council on a variety of forums and multi-agency public protection panels, as required, and ensure that the information required to assist the minimisation of risk is communicated in an appropriate and timely manner.
To create and develop links with all providers of rented accommodation and all relevant statutory and community base organisations in West Sussex with a view to establishing and implementing prevention measures focused on identifying and tackling triggers, symptoms, factors and accelerants of homelessness.
To ensure the successful operation of the Council's Homeless Prevention Fund.

To provide expert advice, information and assistance on housing and related support issues including working closely with other agencies to ensure a co-ordinated and consistent approach.
To develop and maintain close working relations with Council services and a wide range of other stakeholders, in order to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems, and ensure that, even where an input is required from a number of teams, service delivery is well co-ordinated and the service user is kept fully informed of developments.
To ensure that all relevant statutory returns are completed accurately and on time, in accordance with the government's requirements and the Council's procedures.
To co-ordinate and participate in the operation of a duty rota and out of hours rota systems for the effective operation of the service and to cover for absent colleagues.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies those relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

<p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p>	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>
Manager Competencies	<p>Take a strategic approach to managing policy development, financial resources, and evaluate risks in order to mitigate against them.</p> <p>Be agile in decision making and adopt an open mindset to managing change in different settings, and be able to reflect on your own performance and that of others in order to drive improvement.</p> <p>Facilitating the contributions of others to a range of outward facing activities and adopt a storytelling approach to sharing good practice.</p>

	Use a range of different communication skills to share your vision and influence others, while using the organisation's governance processes to work with Members effectively
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	Essential	Desirable
Qualifications	Educated to degree levels or equivalent or significant experience	CIH qualification
Knowledge	<p>Excellent knowledge of housing and homelessness legislation and its implications on current issues including case law.</p> <p>Excellent knowledge of the causes of homelessness and comprehensive understanding of best practice in preventing homelessness</p> <p>Detailed understanding of Welfare Benefits</p>	<p>Strong knowledge of social housing allocation and private rented sector</p> <p>Understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation</p>
Experience	<p>Experience of effective partnership working which has led to positive solutions</p> <p>Experience of dealing with people face to face with complex needs and displaying challenging behaviour.</p> <p>Experience of working in a housing or related environment.</p>	
Communication	<p>Ability to provide clear, confident and effective leadership in a highly pressurised environment, motivating others to maximise their performance and delegating effectively where appropriate.</p> <p>Excellent interpersonal, communication, negotiation and influencing skills.</p> <p>Strong communicator, able to engage clearly and appropriately with stakeholders at all levels, inside and outside of the organisation.</p> <p>Ability to communicate clearly with residents, leaseholders and councillors using tact, diplomacy and sensitivity.</p>	
Relationship Building	Builds positive and productive working relationships with a wide variety of	

	<p>individuals including staff, managers and residents</p> <p>Secures positive outcomes through negotiation with managers and wider teams</p> <p>Demonstrates a clear commitment to the team approach; exchanging ideas and providing support to colleagues</p> <p>Committed to securing the best possible service and outcomes for customers</p> <p>Strong interpersonal and empathy skills</p>	
Analytical	<p>Has an analytical approach and professional curiosity, for example to try new ways of doing things to increase effectiveness and efficiency</p> <p>Demonstrates an eye for detail and good concentration</p> <p>Able to interpret analytical data and work to KPI's.</p>	
Planning/ Organising	<p>Ability to work with complexity and translate ideas into achievable outcomes</p> <p>Ability to establish clear targets, define plans and coordinate resources in order to meet them reducing waste in processes and procedures</p> <p>Ability to performance manage a team and drive organisational change in an effective manner</p> <p>Create and maintain accurate documentation for all internal work processes</p>	

Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction (if applicable) Ability to work with complexity and ambiguity Able to travel within the Adur and Worthing Districts	
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Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	