

## **SEFTON COUNCIL**

### **JOB DESCRIPTION**

**Post:** Homeless Support Team Manager

**Post Number:**   **Gauge Reference:**

**Division:** Housing Advice and Homeless Support

**Department:** Communities Department

**Location:** Any locations in Sefton

**Grade:** Grade L

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**Responsible to:** Service Manager (Housing Advice and Homeless Support)

**Responsible for:** Qualified and unqualified frontline staff

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#### **JOB PURPOSE**

1. To manage, develop and lead a frontline team delivering a high quality homeless support service. With a strong focus on early intervention and prevention to address the accommodation needs of Sefton residents who are at risk of homelessness, leading to improved outcomes, and effective management of the reputation of the service offer and the Council.
2. To ensure that the Homeless Support Team responds to new challenges, priorities and requirements whilst maintaining the Council's statutory obligations using resources in the most effective manner.
3. To act as the subject matter expert for housing and homelessness as required.

#### **MAIN DUTIES**

##### **Practice**

1. Manage and provide guidance to frontline workers relative to the service provided within the Homeless Support Team offer with specific responsibility for ensuring legal requirements and statutory provisions are met in order to improve outcomes for residents.
2. Work collaboratively with internal and external colleagues, partners and commissioning bodies to ensure seamless and co-ordinated offer to a wide and diverse population.
3. Develop creative and innovative strategies and implement new approaches to working practices and refining working procedures as appropriate to drive forward efficiencies in the delivery of the service.
4. Ensure delivery decisions are robust by providing challenge, critical reflection, and detailed analysis to informing professional judgements.
5. Participate in relevant internal and external meetings and departmental working groups.

##### **Resources**

1. Maintain effective managerial and budgetary control authorising and managing expenditures within prescribed homelessness budgets.

2. Responsible for key decision making in relation to Homeless Support resource allocation ensuring that resources are used to optimum efficiency.
3. Liaise with the Service Manager and other officers as appropriate across the organization to address resource shortfalls and to recommend and implement improved methods of working and practice as appropriate.
4. Develop, implement and maintain clear procedures for managing referrals, emergency housing placements and prevention interventions, in line with the statutory duties.

### **Performance Management**

1. Manage a team of frontline officers including undertaking supervision and performance development reviews and implement mentoring, training and personal development as required.
2. Act as the subject matter expert for homelessness providing advice and guidance for frontline staff to enable the facilitation of customer engagement, intervention, and the application of appropriate services in line with current homelessness legislation.
3. As a member of the leadership and management team for the service, contribute to the development and implementation of strategic and policy developments in the service area. Promote leading edge innovative practice/best practice across all frontline services.
4. Consult with Sefton residents and use information gathered through this consultation to develop, implement and monitor team plans, ensuring all statutory regulations and performance targets are met and that services are delivered in the most efficient manner.
5. Responsibility for staff recruitment, supervision, workforce and succession planning. Effectively allocate resources and review and revise the work of frontline officers as necessary.
6. Support frontline staff and other colleagues to identify opportunities to enhance the customer experience through partnership working and ensure continuous improvements across Service area.
7. Ensure that client information data is lawfully gathered, accurate, up to date and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality.
8. Ensure accurate reporting of homelessness statistics and outcomes, providing detailed information on the number of homelessness applications, outcomes, and the assistance provided to applicants to senior leaders and national bodies.
9. Monitor team performance and service delivery, ensuring that households are appropriately assessed and directed to the correct services. This includes the monitoring of temporary accommodation, case management, and housing support provided.

### **Holistic service Delivery**

1. Drive forward collaboration and partnerships and implement solutions that reflect the growing importance of collaboration and partnership for the good of the community.
2. Think differently about how resources are utilised and implemented to achieve better ways of working strategically and operationally.
3. Challenge existing practices and drive forward cultural change.

4. Develop constructive mechanisms to improve systems and procedures and improve consistency.
5. Communicate and plan to develop realistic and informed expectations for the future service that can meet those expectations of the Sefton community.
6. Promote a culture of creativity.
7. Focus on improving the outcomes for the citizen based on person centred support that is trauma informed and delivered within expected time scales.

### **GENERAL**

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

The post holder will be expected to work flexibly across locations and the exact nature of the duties described above is subject to periodic review and is liable to change.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment)(England and Wales) Order 2013.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

You will be required to undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Date:** July 2025

**Name:** Allan Glennon

**Designation:** Service Manager, Communities

## PERSON SPECIFICATION

**Post: Localities Team Manager**

**Post No. TBC**

Personal Attributes Required	Essential (E)Or Desirable (D)	Method of Assessment
<b>QUALIFICATIONS</b>		
1. Degree or equivalent qualification in a related field and/or significant managerial experience relevant to the delivery of local government statutory homeless services.	E	AF/I
2. Professional qualification in Housing, Housing Law, Social Work or Public Health	D	AF/I
<b>EXPERIENCE</b>		
1. Extensive experience in the delivery of early intervention, prevention, and homelessness relief services, with a clear understanding of relevant legislation including the Homelessness Reduction Act 2017, Housing Act 1996, and Homelessness Act 2001.	E	AF/I/P
2. Experience of working with and interpreting housing legislation, including the Homelessness Reduction Act (2018) and other relevant guidance	E	AF/I/P
3. Experience of developing solutions within the housing sector that will enable the implementation of key changes to service delivery	E	AF/I
4. Experienced line manager, able to evidence getting the most from direct reports.	E	AF/I
<b>KNOWLEDGE/SKILLS &amp; ABILITIES</b>		
1. Ability to demonstrate entrepreneurial leadership and the ability to perform across multiple teams and different service areas, driving continuous improvement and organisational change.	E	AF/I/P
2. Ability to deliver and implement strategy and policy	E	AF/I/P
3. Ability to apply solution focused approaches to problem solving and make decisions of a highly complex nature with due consideration of the associated risk factors.	E	AF/I/P
4. Ability to engage effectively with the community and partners to facilitate solution based resolutions and interventions	E	AF/I/P

5. Ability to undertake partnership working and identify future opportunities for collaboration with internal and/or external partners	E	AF/I/P
6. Ability to demonstrate innovative thinking against strategic challenges	E	AF/I/P
7. Ability to apply knowledge of change and or programme management methodologies and the techniques involved in managing a large and diverse workforce.	E	AF/I/P
8. Ability to plan/prioritise and sequence multiple and potentially conflicting priorities.	E	AF/I/P
9. Ability to work under pressure to deliver to deadlines. Ability to plan and organise own time, create work schedules, prioritise and set schedules for self and others.	E	AF/I/P
10. Excellent interpersonal skills in order to build support for change across the community and partners with effective outcomes for residents	E	AF/I/P
11. Ability to thrive in a fast moving environment and be able to deal with a varied and high-profile workload	E	AF/I/P
12. Ability to engage employees, partners and the community as part of the vision and to utilise coaching techniques to motivate and build confidence of staff	E	AF/I
<b>OTHER</b>		
1. Satisfactory DBS check	E	
2. Must be legally entitled to work in the UK	E	
3. Evident commitment to personal continued Professional Development.	E	