

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	30917
Post Title:	Early Intervention & Homelessness Supervisor
Unit/Team:	Housing Advice and Enabling Team
Grade:	G
Service:	Communities and Homes
Reports to:	Housing Advice Team Leader
Issue Date:	May 2022

PURPOSE OF THE JOB

The Housing Advice and Enabling Team delivers statutory and non-statutory housing and homelessness services on behalf of the Council. The service supports residents who are homeless or threatened with homelessness, those rough sleeping or at risk of rough sleeping, and households requiring advice, accommodation, or financial assistance to secure and sustain suitable housing.

The service works across prevention, relief, temporary accommodation, housing options, allocations, and enabling functions, and operates in partnership with internal services and external agencies to deliver lawful, safe and effective outcomes for residents.

- Outreach work with those who are rough sleeping or at risk of rough sleeping, in hospital and require support to return home
- Providing housing options, advice and guidance to those who are homeless or threatened with homelessness with the aim to assist with prevention of homelessness at the earliest possible stage
- Administering applications from residents approaching the Council as homeless or threatened with homelessness.
- The provision of temporary accommodation including the provision of private sector leased accommodation.
- Determining applications to join the Council's Housing Waiting List
- Administering applications for Housing Benefit, Council Tax Reduction, Discretionary awards and providing financial advice and support to clients

PURPOSE OF THE ROLE

To provide day to day operational leadership and practice assurance for homelessness prevention and relief services, with a clear focus on early intervention, demand management, and prevention of escalation into relief duty and temporary accommodation.

The postholder will ensure that homelessness risks are identified and addressed as early as possible, that prevention duties are applied consistently and lawfully, and that frontline practice aligns with the Homelessness Reduction Act 2017, the Local Outcomes Framework, and the National Plan to End Homelessness.

This role is the key operational guardian of prevention quality within the service.

The purpose of this role is to provide day-to-day operational leadership and supervision of teams delivering homelessness prevention and relief activity, with a clear focus on early intervention, practice quality and effective demand management. The postholder works closely with the Housing Advice Team Leader and wider management team to ensure services are delivered holistically, lawfully and in line with the Council's CANDO values.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1.1 Support and Guidance

- 1.1.1 To ensure that team members have up to-date knowledge to enable the delivery of a service that meets the needs of clients and complies with national legislation, local policies and procedures.
- 1.1.2 To undertake casework management meetings to ensure that cases are actively being progressed.
- 1.1.3 To work with the Housing Advice Team Leader to ensure that the Homeless and Prevention Officers are meeting their aims and objectives.
- 1.1.4 To inspire and drive excellence across the Team
- 1.1.5 To provide day-to-day operational leadership, coaching and practice assurance to officers delivering homelessness prevention, relief and housing advice services.
- 1.1.6 To ensure prevention activity is embedded across the team and that opportunities to prevent homelessness are identified and acted upon at the earliest possible stage.
- 1.1.7 To provide regular case oversight and challenge where cases are not progressing appropriately or opportunities to prevent homelessness have been missed.
- 1.1.8 To identify practice drift and implement corrective action through supervision, coaching, training and reflective practice.
- 1.1.9 To ensure that all staff engage with the Council's supervision, performance management and quality assurance arrangements.

1.2 Homelessness and Prevention

- 1.2.1 To oversee the day-to-day management of temporary accommodation placements, including Council-owned stock, private sector leased accommodation and externally procured accommodation, ensuring delivery in accordance with Council policy, procurement requirements and statutory duties.
- 1.2.2 To support officers assessing applications for the Council's Housing Waiting List in accordance with Part VI of the Housing Act 1996.
- 1.2.3 To work with the Team Leader to deliver a service that meets the needs of the clients and safeguards public funds
- 1.2.4 To ensure that all decisions are made in accordance with legislation, local policies and procedures
- 1.2.5 To authorise payments from the homelessness prevention fund to prevent or relieve a client's homelessness.
- 1.2.6 To oversee the application of homelessness prevention duties and ensure that prevention interventions are timely, lawful and customer focused.
- 1.2.7 To monitor demand entering the homelessness service and challenge avoidable progression of cases into relief duty and temporary accommodation where earlier intervention could reasonably have prevented homelessness.
- 1.2.8 To act as an escalation point for complex homelessness prevention cases and support officers to identify innovative and sustainable housing solutions.
- 1.2.9 To ensure that Personal Housing Plans are effective, evidence-based and demonstrate reasonable steps in accordance with statutory requirements.
- 1.2.10 To support the Council's commitment to preventing unlawful gatekeeping by ensuring applicants can access homelessness advice, assessment, accommodation and decisions in accordance with legislative requirements.

1.2A Key Demand Drivers and Early Intervention

- 1.2A.1 To oversee operational practice relating to key drivers of homelessness demand including:
 - Private rented sector tenancy failure.
 - Family and friend exclusion.
 - Leaving institutions.
 - Domestic abuse.
 - Rough sleeping.
 - Hospital discharge.
- 1.2A.2 To ensure that opportunities for mediation, reconciliation, tenancy sustainment and early intervention are explored wherever appropriate.

- 1.2A.3 To work collaboratively with internal and external partners to remove barriers that may contribute to homelessness.
- 1.2A.4 To ensure that Duty to Refer referrals are appropriately managed and acted upon within required timescales

1.3 Provision of Temporary Accommodation

- 1.3.1 To oversee the day-to-day management of temporary accommodation placements, including Council-owned stock, private sector leased accommodation and externally procured accommodation, ensuring delivery in accordance with Council policy, procurement requirements and statutory duties.
- 1.3.2 To ensure that plans are created and monitored for the provision of support for clients with regards to housing management activity (rent, behaviour and standard of accommodation) and the creation of personal housing plans to address the underlying housing need.
- 1.3.3 To agree with the Housing Advice Team Leader where restorative action is required regarding client behaviour and where agreements are to be ended due to poor behaviour or rent arrears.
- 1.3.4 Ensure properties are maintained to a good state of repair in accordance with the lettable standard for the provision of temporary accommodation.
- 1.3.5 To oversee the operational use of temporary accommodation and ensure placements are only used where necessary and remain under regular review.
- 1.3.6 To monitor temporary accommodation demand, risks, pressures and sustainability and report emerging issues to the Housing Advice Team Leader.
- 1.3.7 To authorise homelessness prevention expenditure, where delegated, to prevent homelessness and reduce reliance on temporary accommodation.

1.4 Service Delivery and Improvement

- 1.4.1 To work across the Housing Advice and Benefits Team and wider Communities and Homes Service to ensure that services are robust, harmonious, and meet the needs of clients
- 1.4.2 To work with the Housing Advice Team Leader and Benefits Team Leader to ensure that there is a holistic approach to service delivery putting the client at the centre of what we deliver.
- 1.4.3 To provide timely and robust key-performance data to the Housing Advice Team Leader enabling blockages to service delivery to be identified at an early stage.

- 1.4.4 To undertake targeted quality checks to ensure the accuracy of decision making and adherence to policies and procedures. Taking corrective action with individuals where required
- 1.4.5 To identify and recommend to the Housing Advice Team Leader where changes to local policies and procedures are identified as being required.
- 1.4.6 To encourage a culture of continuous improvement within the team, with all team members involved and responsible for taking the service forward.
- 1.4.7 To be innovative and creative with trialling new ways of delivering a service that meets the needs of clients.
- 1.4.8 To ensure that changes to legislation, policies and procedures are documented and disseminated to the team in a timely and consistent manner.
- 1.4.9 Working with others across the Communities and Homes Service to make best use of IT solutions to assist the work of the team, ensuring it meets our needs and the needs of clients.
- 1.4.10 To integrate equal opportunities and anti-discriminatory practices into all aspects of the post and in particular, work with disadvantaged groups and socially excluded communities to increase resident activity and involvement.
- 1.4.11 To use operational performance information to identify trends, risks, pressures and opportunities for service improvement.
- 1.4.12 To support the development and implementation of quality assurance frameworks, service standards and continuous improvement activity.
- 1.4.13 To work with colleagues to promote evidence-based practice and a culture of learning and continuous improvement.
- 1.4.14 To ensure lessons learned from complaints, reviews, audits, quality assurance activity and legal challenge are embedded into operational practice.

1.5 External Relations

- 1.5.1 Promote new and strengthen existing partnerships to publicise the service and improve services to clients.
- 1.5.2 Represent the Council at meetings with internal departments and external organisations
- 1.5.3 Arrange and attend case conferences involving other agencies and statutory bodies.
- 1.5.4 To represent the Council at the Multi Agency Risk Assessment Conference (MARAC), researching cases beforehand
- 1.5.5 To represent the Council at Tribunal and Court as and when required.

1.6 Development of Self and Others

- 1.6.1 To ensure that you are up to date with legislation and best practices for the service areas.
- 1.6.2 Demonstrate commitment, vision and leadership to delivery of the Housing Advice and Enabling Team Aims and Objectives
- 1.6.3 Ensure that team members are highly trained in their areas of responsibility and monitor the quality of decision-making within the team, taking action to improve this where necessary.
- 1.6.4 To ensure that all team members are actively engaged in the 1:1 Support and Supervision Meetings framework
- 1.6.5 To identify training and development needs within the team and support staff to continuously develop their technical knowledge and professional skills.
- 1.6.6 To promote reflective practice and support staff wellbeing within a challenging and high-pressure service environment.

1.7A Practice Quality Assurance and Compliance

- 1.7A.1 To work collaboratively with the Quality Assurance & Reviews Officer to promote high standards of homelessness practice, decision-making and case management.
- 1.7A.2 To use supervision, case discussions and performance management processes to ensure homelessness casework is progressed appropriately and decisions are recorded accurately and in accordance with legislation, policy and procedure.
- 1.7A.3 To support the implementation of recommendations arising from quality assurance reviews, complaints, reviews, audits, inspections and lessons learned activity.
- 1.7A.4 To identify emerging operational risks, training needs and areas of practice development, escalating concerns to the Housing Advice Team Leader where appropriate.
- 1.7A.5 To support the Council's governance, service improvement and regulatory compliance arrangements by encouraging reflective practice and continuous learning across the team.

1.7 Customer Care

- 1.7.1 Ensure that the Council's "CANDO" values, Equality and Diversity policies are embedded in service delivery.
- 1.7.2 Ensure that client complaints and councillor enquiries are investigated and responded to in accordance with corporate guidelines
- 1.7.3 Ensure that learning from complaints is recorded and feedback provided to individual team members and changes made to policies and procedures where required.
- 1.7.4 Assist the Housing Advice Team Leader with regards to the investigation and reply to enquires from MPs and the Local Government Ombudsman.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 Deputise for the Housing Advice Team Leader as required.
- 2.2 To participate in the rota for the provision of out of hours telephone-based advice to the Council's Control Centre.
- 2.3 Any other reasonable duties as requested by your manager, in line with individual skills and knowledge, including one off projects

3. SUPERVISORY RESPONSIBILITIES

- 3.1 Direct Line Management of Senior / Homelessness and Prevention Officers.
- 3.2 Direct line management of Temporary Accommodation Officers
- 3.2 Direct Line Management to include;
 - Absence Management
 - Performance Management
 - Individual training and development

4. FINANCIAL RESPONSIBILITIES

Responsible for protection of public funds through correct allocation of housing and other financial assistance.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsibility for all the assets within the team, such as IT and office furniture and equipment, and data, especially confidential personal data of all clients

6. EXTENT OF PUBLIC CONTACT

- Residents
- The Police and Department for Families and Children.

- Department for Work and Pensions
- Voluntary and statutory agencies.
- GP's, Health Visitors, Mental Health Resource Centre, Occupational Therapists, Housing Associations.
- Other local authorities, solicitors and other professional organisations.
- CAB and Mediation Services.
- Other services within the Council and Senior Officers within Housing and other services.
- Councillors and the MP.

7. WORKING CONDITIONS AND ENVIRONMENT

- Office based.
- Attendance at evening meetings may be required from time to time.
- Travel to locations where required to deal with client issues.
- Travel to and from external training courses and meetings.
- You will be required to have a Basic Disclosure and Barring Service check.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: The Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
 Equality and Diversity
 Health and Safety
 Risk Management
 Anti- Fraud
 Data Quality and Data Protection
 Business Continuity
 Major Emergency Plan
 Procurement and Contract Management
 Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Team Supervisor (Homelessness and Prevention)

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Demonstrable experience delivering housing advice, homelessness prevention and statutory homelessness functions within a local authority or similar environment.	E	A, I,
Experience of supervising, coaching, mentoring or supporting staff within a housing, homelessness or related customer-focused service.	E	A, I
Good knowledge of homelessness legislation, the Housing Act 1996, Homelessness Reduction Act 2017, relevant case law, statutory guidance and emerging legislation affecting homelessness services.	E	A, I,
Good understanding of housing allocations, temporary accommodation, homelessness prevention, relief duties and pathways into settled accommodation.	E	A, I,
Good understanding of the statutory and regulatory framework affecting the private rented sector and homelessness prevention activity.	E	A, I,
Ability to provide professional advice, guidance and constructive challenge to officers managing complex homelessness casework and decision making.	E	A, I,
Excellent listening, communication and interpersonal skills with the ability to engage effectively with a wide range of customers, stakeholders and partner agencies.	E	A, I,
Good time management skills and the ability to work effectively under pressure, prioritise competing demands and meet deadlines.	E	A, I,
Ability to work in partnership, develop networks, influence outcomes, problem solve, overcome barriers and apply solution-focused approaches.	E	A, I,
Ability to work effectively as part of a team and under own initiative whilst maintaining professional boundaries with customers, colleagues and partner agencies.	E	A, I,
A good understanding of confidentiality, safeguarding responsibilities, anti-discriminatory practice, equality and diversity.	E	A, I,

Proven analytical skills and the ability to use operational, performance and monitoring data to improve service delivery and customer outcomes.	E	A, I,
The ability to motivate, inspire and develop team members whilst promoting a culture of learning, accountability, continuous improvement and high performance.	E	A, I,
Experience of supporting quality improvement, service improvement or performance management activities within a housing, homelessness or customer-focused service.	E	A, I,
Understanding of reflective practice, learning from complaints and continuous improvement approaches.	E	A, I,
Experience of creating and delivering training, coaching or development sessions to individuals or small groups.	E	A, I,
Understanding of quality assurance processes, governance arrangements, regulatory compliance and service assurance within a housing or homelessness service.	E	A, I,
Full driving licence and access to a vehicle to undertake home visits across the Borough.	E	A, D,

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D