


**WELWYN
HATFIELD**

Role Profile

This section provides key information relating to the role

Job Title:	Housing Options Team Leader		
Post No:	P01769	Grade:	J
Team:	Housing Needs	Location:	Campus East
Responsible to:	Housing Options Manager		
Responsible for:	Housing Options Team (8 Officers in different roles)		

Overall job purpose:

To provide operational supervision, advice, and guidance to the Housing Options team, including responsibility for service operation and deployment of resources to ensure service cover and development of the information provided by the Housing Options team.

To undertake reviews of legal decisions taken under the Homeless Reduction Act and provide the defence for these decisions in the face of a county court action or judicial review.

To work on a strategic basis with partners and internal stakeholders to continually improve the solutions available to customers, developing robust partnerships and housing pathways with organisations such as the County Council – which will provide comprehensive and long-term housing solutions for vulnerable clients and clients with complex needs.

To be the council's lead representative and decision maker at the Multi Agency Risk Assessment Conference for high-risk victims of domestic abuse, the Multi Agency Public Protection Arrangements for high-risk offenders and other key high level multi-agency planning meetings.

To represent the council and make appropriate decisions as required at key external forums, case conferences and multi-agency partnerships.

To work proactively and creatively with the Temporary Accommodation Manager to facilitate an adequate supply of suitable temporary accommodation options for all client groups based on need.

Key areas of focus:

1.	To work creatively and use knowledge, skills, and information to provide guidance and support to the Housing Options team with a priority on prevention and relief of homelessness through high quality housing advice, negotiation, and solutions.
2.	Provide management cover for the housing options service – including the day-to-day operational management of the Housing Options team

3.	Work with the Housing Options Manager to develop and improve housing pathways and/or to address any issues where there are gaps or barriers to successful outcomes for customers.
4.	Regularly review the information available to both customers and staff to ensure that it is clear, concise and up to date – in order to maximise the opportunity for customers to help themselves and to prevent homelessness
5.	Maintain up to date expert knowledge in key areas relevant to this role in particular a detailed working knowledge of homeless legislation and other relevant areas of law, keeping abreast of relevant case law.
6.	Ensure that information on the council's website, and other methods of external communication (leaflets, internal information etc) used by the team is up to date and of a high quality.
7.	Undertake managerial responsibility for the Council's Homelessness Prevention and Relief duties, including maintaining and updating the Tenancy Assistance Scheme when required.
8.	Regularly review internal processes and systems to ensure that they are lean and effective, including identifying and implementing changes to IT systems.
9.	To deputise for the Housing Options Manager when required
10.	To be the link officer for Council partnerships and projects, including the rough sleeper programme, Housing First project and similar schemes.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training with A Level qualification, other professional qualification, or equivalent experience, with knowledge and training which relates to the specific requirements of the job	✓		AP
Degree and/or professional housing qualification		✓	AP
Significant experience of assessing homeless applications and providing housing advice and homeless prevention services	✓		AP/AS/IN
Significant experience of dealing with individuals with complex support needs, such as mental health, drug, and alcohol dependency, learning disabilities and physical/sensory disabilities	✓		AP/IN
Experience of staff management or supervision		✓	AP/IN
Knowledge			
Strong technical and working knowledge of housing legislation, in particular the law and case law in respect of homelessness and tenancy rights	✓		AP/AS/IN
High level of IT literacy. Confident in use of Word, Excel and outlook and other systems relevant to the role	✓		AS

Skills and abilities			
Ability to regularly deal with crisis situations and prioritise workload, and make quick and accurate decisions	✓		AP/IN
Ability to communicate effectively in a range of different situations	✓		AP/AS/IN
Excellent written and verbal communication skills tailored towards a range of audiences, including customer information, reports, presentations	✓		IN
Experience of reviewing decisions and assisting with preparation of court documentation		✓	AP/IN
Excellent leadership skills and the ability to motivate employees and develop effective team working	✓		IN
Ability to deal effectively with people experiencing high levels of stress and/or trauma who may display aggressive and/or highly emotional behaviour	✓		AP/IN
Ability to regularly calm potentially explosive situations and deal with people who display aggressive behaviour and/or who are in a highly emotional and distraught state of mind.	✓		AP/IN
Ability to work to strict deadlines and under pressure	✓		AP/IN
Experience of managing a homelessness team		✓	AP/IN
Other attributes			
Ability to drive and possession of a current UK driving license		✓	AP/IN
Excellent time management and organisational skills to effectively manage a varied workload.	✓		AP/AS/IN
✓Values and behaviours			
Transparency, Honesty and Loyalty	✓		AP/AS/IN
Solution based problem solving	✓		AP/AS/IN
Candid, Direct and Open	✓		AP/AS/IN

Being prepared with no surprises Pride in work	✓ ✓		AP/AS/IN AP/AS/IN
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Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.