

	Job Title	Single Homelessness Service Manager
	Department	Community Wellbeing
	Section	Housing Needs Service
	Grade	PO8
	Reports to	Head of Housing Needs
	Staffing Responsibility	3 FTE direct reports, with a total staff group of 19 FTE
	Organisation	<i>Please attach organisation structure</i>

Job Purpose:

To support the Head of Housing Needs in securing the continuous development, improvement, efficiency and success of the Community Wellbeing Department as a whole through effective planning, budget management, staff management and governance. They will set quality and professional standards and manage service delivery and have significant influence upon the structure and development of their area activity. The role will include developing and implementing operational plans which contribute to the longer term plans for the area that will fit with broader functional and Council strategy, specifically the Brent 2020 vision.

Job Context:

- Managing the teams in the Single Homelessness Service that deal with assessing, referring and preventing homelessness of single people and childless couples.
- Working with a wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors, particularly in relation to the Prevention And Sustainment Solutions (PASS) scheme.
- Managing an effective high level of work related pressure in terms of deadlines, conflicting priorities etc.
- Leading on the development and service improvements of the Council’s services in this area.
- Operating within a framework set by the Corporate and Departmental Management Teams but with freedom to shape services.
- Leading on policy and development as directed by Head of Service to ensure implementation of new legislative requirements.
- Ensuring high professional standards.

Principal Accountabilities and Responsibilities:

- As a member of the Senior Management Team (SMT), to work collegiately and make a proactive contribution. This will include working flexibly and positively to achieve the objectives of the Council.

- To be responsible for a portfolio of services which may be altered from time to time but currently include: providing expert guidance, training and support to the team in the provision of Housing Advice and options; assessment and referral; achieving homelessness prevention; supporting people to sustain their tenancies and achieve long-term positive outcomes; working closely with the Prevention And Sustainment Solutions (PASS) scheme; making offers of affordable alternative accommodation; working closely with the Commissioning Team in Adult Social Care to ensure issues are escalated as appropriate based on regular liaison with the Housing Related Support providers; community outreach including Hospital Discharge and rough sleeping; working with services to provide employment support, Housing Benefit liaison and case management.
- To be a member of the Housing Needs Service's Senior Management Team and take a lead role in shaping the strategic direction of the Single Homelessness Service, managing service staff development, and promoting continuous improvement, equality and value for money.
- To manage change successfully, promote improvements in performance and quality standards, and eliminate the cause of service failure through effective performance monitoring systems.
- To lead the strategic development of strategies, policies and programmes to ensure the cost-effective delivery of services to single people and childless couples approaching the service as homeless, threatened with homelessness or in housing need. This will include ensuring that the Council meets its own priorities and statutory duties under housing legislation, including case law and precedents.
- To ensure the effective operational delivery of key frontline services, including a timely, high quality casework management service and customer-focussed contact arrangements. This will include developing and implementing clear procedures and professional standards to achieve excellence in day-to-day service delivery.
- To provide quality advice and information to senior managers, Councillors and government departments in respect of performance and policy developments related to housing needs, homelessness and housing advice. This will include the production of reports to Members and attendance at meetings of Council committees as required.
- To effectively deal with complaints, MP and enquiries and undertake judicial reviews of Council decisions. This includes attending Court on behalf of the Council in complex judicial review cases and liaison with professional legal agencies.
- To lead on effective service liaison, customer consultation and joint working initiatives, both internally and externally, and represent the Council on high-level groups and in meetings.
- To ensure that robust systems are in place for monitoring and evaluating expenditure across the service area, in order to protect the Council's financial position and comply with internal financial regulations as well as those imposed by statute and external agencies. This will include actively shaping the business planning process of the Housing Needs Service.
- To ensure that suitable housing solutions are delivered to single people and childless couples generally, including those with complex housing needs
- To manage a portfolio of service teams within the Single Homelessness Service in alignment with both corporate and departmental aims and priorities.
- To lead in the delivery and development of a customer focused service that meets the customers' needs across the Single Homelessness Service contributing to the year on year improvements in customer satisfaction.
- To foster a consistent culture by ensuring that the Brent 2020 vision, values and ethos are central to the approach taken.
- To provide leadership and management to staff teams to achieve a high performance culture and effective operational delivery, which includes developing and improving the capability of staff within the work area, motivating and mentoring them to better meet the current and future requirements of the Service.
- To manage the effective use of resources.

- To work closely with the Head of Service to support effective working relationships and acting as an effective ambassador and advocate with external organizations, particularly in the voluntary sector.
- Actively participate in cross-departmental process improvements, ensuring technology is strategically designed and implemented on a departmental, user-focused basis rather than projecting an organisation's internal structures.
- Manage project budgets and ensure that the Council's financial management and reporting protocols are adhered to
- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
- Carry out duties with due regard to the Council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
- Undertake any other duties commensurate with the general level of responsibility of this post.

DBS Status	To be confirmed with Human Resources
Politically Restricted	No

Job Knowledge, Skills & Experience:

Knowledge and Qualifications:

- Degree qualified or equivalent.
- Comprehensive knowledge of all core legislation, particularly in relation to single homelessness and related areas, such as the Housing Act 1985, Housing Act 1996 as amended by Homelessness Act 2002 and the Homelessness Reduction Act 2017.
- Education to a high standard of literacy and numeracy.
- Knowledge of different procurement approaches, contract management and related financial and legal requirements.
- Knowledge of stakeholder analysis and customer relations with the ability to interact with people in an effective manner
- Evidence of significant relevant Continuing Professional Development (CPD).
- Knowledge and understanding of the Council's 'core' values

Experience:

- Experience of successfully leading and developing a multi-functional team.
- Experience of financial management and budget control.
- Experience of successfully developing strategies, policies and service initiatives, and working collaboratively with partners and staff, to deliver improvements.
- Experience of effectively running a front-line service to homeless households, including single people and childless couples.
- Experience of managing change, resulting in measurable service improvements
- Experience of building and sustaining relationships across organisations at a strategic level

Skills and Abilities:

- Ability to manage people, performance and budgets
- Ability to challenge existing perspectives at a strategic level and build a case for change.
- Ability to contribute to the longer term development of the service area and develop creative solutions to complex problems
- Ability to adopt an innovative approach to complex situations to generate new perspectives and to react positively to problems and develop radical solutions to improve service delivery
- Creative, analytical, problem solving skills
- Effective and clear written and verbal communication skills.
- Ability to effectively plan, organise and manage conflicting priorities.
- Ability to prioritise own workload and that of a team.
- Ability to consistently achieve performance and quality standards.
- Strong IT and report writing skills, including use of Excel spread-sheets and databases.

- Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism
- Collaborative corporate player with a strong team spirit and respect for others
- Demonstrate a customer focused approach with a personal commitment to service improvement, equality, diversity and inclusion
- Demonstrate negotiating and influencing skills
- Strong Leadership and management skills
- Ability to share knowledge, skills and good practice within the service area to ensure continuous improvement and effective service delivery.
- Ensure that the service is effectively resourced to deliver to the required standard
- Must be able to show a dynamic approach
- Able to show resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis.
- Excellent interpersonal skills and ability to represent the Council's position, negotiate, promote partnership working and resolve disputes.
- Demonstrate commitment to and comfort with the Council's equalities and diversity policy through all aspects of service delivery.
- Must have a commitment to and understanding of the principles of Customer Care in both employment and service delivery.