

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Deputy Hostels Manager
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Directorate:	Place	Grade:	LBR 9
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Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
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Function:	Housing Needs	Post number:	
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Team:	Hostel Support Team	Base/location:	Lynton House
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Reports to:	Hostel Manager
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Responsible for:	Provide support and supervision
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Role and Context	
Overall Role Purpose:	<p>Directly support the Hostel Manager to run and manage hostel provision for the Housing Needs Service.</p> <p>Deputise for the manager, ensuring that:</p> <ul style="list-style-type: none"> Accommodation is let, households are admitted to rooms and related administration is dealt with Officers provide an effective housing management service Repairs and maintenance, health and safety and compliance issues are managed and dealt with Residents are provided with advice and housing support to residents to help them to cope in accommodation and assist them to identify appropriate move on options <p>Support the management of hostel staff and resources that deliver hostel and other short-term accommodation provision.</p> <p>Work with the Hostel Manager to ensure that the accommodation meets national and local standards and conforms with the objectives of the Housing Act 1996 Part VII, as amended, codes of guidance, case law and Council policy and procedure.</p> <p>To work at all of the Housing Needs services dispersed hostel sites providing a service to residents</p>
Role Context:	<p>The Housing Needs Service is under increasing demand to provide good quality accommodation local temporary accommodation for those owed a homeless duty and those whose cases are being investigated. This accommodation is fundamental to achieving that objective.</p> <p>A key target is to reduce the use of and duration of stay in bed & breakfast accommodation for homeless households, especially for families with dependent children. Hostel accommodation provides a vital opportunity to use better standard accommodation for emergency placement, avoiding need for B&B.</p>

	<p>Support and advice to move customers on, including into the private sector, discharging the homelessness duty, is an important approach to prioritising prevention and relief and recuing temporary accommodation in line with the objectives of the Homelessness Reduction Act 2017</p> <p>The post holder will need to proactive, a problem solver, focussed on delivering services which find solutions for customers</p>
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Key Accountabilities and Result Areas

	<p>Help to prepare and provide performance data and regular management reports regarding operational performance in the hostels using key information systems such as HOPE, HACSYS and TASYs and other systems as required. To ensure regular customer feedback is available.</p> <p>To assist in the development of policies and procedures for the service.</p>
1. Strategy and Planning	<p>The post holder will be required to have good knowledge of all housing advice and homelessness legislation, other general housing legislation, welfare benefit expertise and knowledge of the adult and children social care environment and impact</p> <p>The post holder will be required to be innovative, dynamic and solutions focussed to ensure services focus on achieving positive outcomes for customers and prioritise prevention and early intervention</p> <p>The post holder will be required to take a role in the ongoing development and design of the service and solutions for customers.</p> <p>To take responsibility for a number of areas of hostel management, supporting the hostel manager to ensure that there is adequate management cover and capacity across the estate of properties. Key areas include:</p> <ul style="list-style-type: none"> - Shift planning and rotas; - Health and Safety; - Premises Management; - Complaints; - Internal Escalation Policy (warnings); - Safeguarding Vulnerable Adults and Children. <p>Liaising with external security contractors to plan, arrange and provide shift cover at the hostels during evenings, weekends, ensuring staffing levels are maintained and regular reports are given to the contracted providers.</p> <p>Manage, monitor and respond effectively and appropriately to residents, individuals, other agencies who have complaints about the hostel service, both internal minor complaints and those made under the Council's Complaints Procedure. Work with officers and residents to resolve issues, including complex complaints.</p>
2. Operations and Support	<p>Respond to MP, Members Enquiries, formal council complaints and subject access requests regarding the hostel service provision.</p> <p>Take responsibility for ensuring the fabric of the accommodation, furnishings, equipment and physical environment are maintained to a high standard in line with health and safety regulations.</p> <p>Record and resolve issues of disrepair in a timely manner.</p> <p>Participate in monitoring and managing the service to ensure maximum occupancy levels and minimise voids.</p> <p>To oversee and ensure good practise in reducing misuse of accommodation, to record and report unauthorised absences, voids to the relevant hostel officers and take appropriate action.</p> <p>Develop and maintain effective communication, information gathering, and notification processes, maintain accurate occupancy and cancellation records, ensure that relevant Housing colleagues are aware of the room status and availability in a timely manner.</p> <p>Monitor, manage and approve hostel residents absence requests.</p>

Support the hostel manager to ensure that all aspects of the provision of the accommodation provided are administered fairly and consistently to all customers.

Support the hostel staff manager to do deal with safeguarding concerns and work with officers to escalate these and complete CAFF referrals.

Supervise officer work with residents to identify their housing options, support issues and where they want to live and help them to develop a move on plan.

Participate in the provision of 24/7 cover at the hostels and manage the emergency out of hours service provision.

Support the effective management of the hostel, having regard to the needs of the service, customers and Council and ensure that all placements are managed and administered in a fair and equitable way.

Supervise the placements process and address any issues. Ensure that stakeholders and colleagues are aware of all relevant aspects of placement activities, outcomes and vacancies.

Work with the Hostel Manager to identify staff development and support needs and put these into a plan.

Work with the Hostels Manager on providing day to day training for officers, delivering this personally where appropriate and arranging for others to do so as directed.

Help the hostels manager to develop relevant policies and processes for the smooth running of the service and supervise to ensure these are complied with.

Work with Property Service and Contractors regarding hostel condition, maintenance, safety and compliance and take management lead on these issues in the absence of the Hostel Manager or when directed/needed.

Follow Health and Safety guidelines at the hostels and supervise officer and customer compliance with guidelines

Supervise security, cleaning and other contract work in hostels in order to support the Manager to ensure it meets agreed standards.

Ordering equipment and services for the hostel as directed by the Hostel Manager.

To attend relevant meetings as directed.

Keep up-to-date on legislation, best practice, changes and service developments.

Ensure customer feedback is regularly sought in order to deliver improved customer services.

Use appropriate information technology and software to carry out the responsibilities of the post.

Support the Hostel manager to develop and put appropriate policies and procedures in place for the management of the hostels, including admissions, behaviour, customer support and move on, repairs reporting, safeguarding, hostel administration and evictions.

3. Systems and Process Development and Improvement

Oversee completion of monitoring requirements by officers so that there is adequate monitoring information and clear audit trails of actions and decision making. Ensure officers maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process

To be responsible for continuing self-development and participate in training and development activities.

Help to collate relevant statistical, financial and service information.

Help to prepare and produce a full range of information and publicity for all customers

4. Communication Partnership

To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies. To ensure team members also understand this issue.

To deal with enquiries, complaints, freedom of information requests and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedures.

Assist officers through supervision to liaise effectively with customers, statutory organisations, advocates and third sector providers

Supervise officers to ensure they promote good customer care practice and complaints are dealt with openly and fairly.

Support the provision of services that are fair and accessible to all.

Maintain working relationships with other housing colleagues and key Council and other services that enable effective support of residents. In particular maintain partnership working with Adults, Health and Children Services.

Work with officers allocating rooms and support and resettlement officers to ensure that properties are suitable and affordable for customers

Support the delivery of the activities contained in customers' Personalised Housing Plans for the effective delivery of the prevention and relief activities of the Homelessness Reduction Act 2017

Key external contacts:

Health, Solicitors, Welfare benefits agency, Other Local Authorities, Department of Work and Pensions, Probation service, Citizens Advice Bureau, Police, External Agencies that supply hostel services.

Key internal contacts:

Housing Advice Centre, Children and Adult Social Care, Housing Finance, Housing Benefits, Legal Department, Tenancy Sustainment Team, Anti-social Behaviour Team, Work Redbridge

Support the delivery of services which help to achieve the objectives in the Council's corporate strategy, including to

- Increase fairness and respond to the aspirations of the Borough
- Empower our communities to help shape our Borough and the services we deliver
- Improve the quality of life and civic pride amongst our communities
- Transform our Council in tough times to be dynamic and responsive to the challenges of the future

The post holder will be required to contribute to the development and implementation of the Council's corporate objectives including:

- Health and safety in the workplace
- Performance management
- Equality and Diversity policy
- Customer service strategy
- Corporate priorities and strategies

5. Performance and Standards

To support the provision of services are innovative and quality driven and:

- Are responsive to customer's needs and service requirements
- Demonstrate clear departmental direction, vision and style
- Achieve effectiveness and efficiency in operation
- The Council's Equality and Diversity policy is adhered to
- To carry out the duties and responsibilities of the post, in accordance with the Council's Health & Safety Policy and relevant Health & Safety legislation

Key Performance Outcomes

Homelessness is prevented
Temporary accommodation numbers are reduced
Expenditure on temporary accommodation is reduced
Reductions in void costs and void turnaround times
High quality temporary accommodation provision offered

To comply with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, management instructions, professional and performance standards and best management practice and ensure that staff comply with these.

Take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with senior managers to comply with Service/Unit procedures and protocols and with Redbridge's Health and Safety Policy and all guidance, instructions and risk assessments. In particular s/he is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met and will assist in developing and implementing effective health and safety plans for the Hostels Teams in conjunction with the Housing Supply Service Manager including training of all staff in relevant procedures.

The post holder must demonstrate commitment and enthusiasm to promote the principle of equality in employment and service delivery. The post holder must be familiar with and promote the Equality and Diversity Policy.

The post holder must promote equality in the workplace and set the tone for the behaviour between colleagues.

Managers are responsible for ensuring officers understand the financial impacts of the decisions that they make

6. Resource Management

To undertake a range of management tasks to assist the Hostel Manager including

- Approval of bank and agency staff time sheets
- Approval of claim forms for enhanced weekend working
- Ordering of furniture, equipment and stationery for the hostels
- Ordering and approval of works through external contractors or property services
- Ordering and purchase of maintenance supplies for repairs
- Approval of claim forms and invoices for external security companies
- Ensure that all relevant statistical, financial and service information is collated and that system data is accurate and available in a timely manner to meet all management and agency requirements within the designated deadlines
- Collation and submission of a range of data and monitoring reports
- Working to the Council's Performance Management Procedure, undertaking regular one to ones and annual appraisals.
- To assist in setting staff objectives and monitoring performance
- To participate in leading and motivating staff to perform effectively.
- To participate in managing sickness absence in line with the Council's policies and procedures.
- Identifying training needs and preparing plans
- Monitor and supervise the external cleaning contractors and act on issues
- To monitor and supervise the external security contractor and act on issues.
- Help to develop, improve and manage staff rotas
- Recruitment, selection and induction of staff.

Corporate Accountabilities

All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.

Cover the duties of other staff and work outside normal office hours as required by service needs.

Flexibility

The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification		A - I - T
Knowledge & Experience		Method of candidate assessment: A = Application form I = Interview T = Test
Statutory or Mandatory qualifications:	<ul style="list-style-type: none"> No Mandatory Qualification Required 	A
Educational Ability (See LBR full guidance)	<ul style="list-style-type: none"> Level 5: Ability to increase depth of knowledge & understanding of an area to respond to complex problems or situations. May be evidenced by: Foundation degrees; diplomas of higher education; BTEC Higher National Diploma; NVQ level 5; some professional qualifications; and equivalent qualifications, or evidence of demonstrable application in the course of experience. 	A
Key Subject or Content Areas (inc: Desirable Qualifications)	<p><i>(text in red here is copied from the Solutions Team Manager role)</i></p> <ul style="list-style-type: none"> A good knowledge of all homelessness legislation as covered by the 1996 Housing Act Part VII and the Homelessness Reduction Act 2017, housing advice law (security of tenure, disrepair, rent arrears) the Protection from Eviction Act 1977, housing allocations as covered by the Housing Act 1996 part VI and other housing legislation, welfare benefit expertise and adult and children social care and health knowledge A sound knowledge of good housing management practice as it relates to hostels ,shared or supported accommodation 	AI
Knowledge	<ul style="list-style-type: none"> Knowledge of managing buildings including repairs. Knowledge of the welfare benefits system Knowledge of housing/homelessness issues An understanding of current issues affecting social housing and private housing provision in inner city areas. Knowledge effective housing management practice. Knowledge of equalities legislation and good practice and its application in relation to housing services Awareness of risk assessment and Health & Safety provisions. 	AI
Experience	<p>Experience of residential/hostel premises management</p> <p>Experience of managing and motivating staff.</p> <p>Experience of working with homeless/vulnerable client group or individuals.</p> <p>Experience of establishing relationships with internal and external providers to ensure</p> <p>Experience of providing services working with a homeless or vulnerable client group or individuals</p>	AI
Management (See LBR full guidance)	<p>Ability to manage, motivate and develop workers and resources within the relevant area(s) and support them to deliver services and meet objectives.</p> <p>To share and cascade relevant information as necessary to team. To ensure learning and development opportunities are and utilised to the benefit of the organisation, through appropriate planning and evaluation.</p> <p>Manage activities and performance in line with the corporate policy and procedure.</p>	AI

Skills /Abilities	<p>Customer Services</p> <ul style="list-style-type: none"> Ability to establish and maintain effective relationships with people from diverse backgrounds. Ability to work with people in a difficult and stressful environment and be firm and equitable to clients. Excellent interpersonal skills and ability to empathise with homeless persons Ability to respond calmly and effectively to emergencies and challenging situations and maintaining the highest professional standards at all times. <p>Communicating and influencing others</p> <ul style="list-style-type: none"> Ability to lead and motivate staff to perform effectively, building positive relationships to establish support for ideas. Excellent communication skills and ability to adapt according to individual circumstances. Ability to act on customer/staff feedback to improve service delivery. <p>Working Together</p> <ul style="list-style-type: none"> Services are delivered collaboratively. Ability to manage, liaise and bring others together to solve problems/issues. Support and maintain existing partnerships to work together effectively. <p>Analysis and judgement</p> <ul style="list-style-type: none"> Ability to analyse all relevant information to assess problems and view from differing perspectives before deciding on appropriate course of action. <p>Adaptability</p> <ul style="list-style-type: none"> Motivated to create an environment which positively embraces change, ability to encourage and lead others. Innovative and has ability to use creative approach to solve problems and seek new solutions/opportunities. <p>Leadership and managing people</p> <ul style="list-style-type: none"> Committed to excellent service delivery, effective in engaging and persuading and gaining support of others. Ability to monitor, review and appraise employees performance and work. Able to manage, review and take appropriate action for employees sickness absences. 	AI
Special Conditions of Service	<p>To work outside normal working hours to respond to emergencies or attend meetings</p> <p>To comply with the exigencies of the service the post-holder will be required to work a duty rota</p> <p>Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policy.</p>	AI T
Corporate Behaviours	<ul style="list-style-type: none"> The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours The job holder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures. 	AI T
Effective and Collaborative Team Working	<p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the ongoing development, implementation and monitoring of service plans.</p> <p>To support and contribute to value for money, service efficiency and improvement.</p>	AI T
Working Pattern and travel	<ul style="list-style-type: none"> 	AI
Safeguarding and Disclosure	DBS Disclosure Required? Not required / <u>Basic</u> / Enhanced	A T
Special Factors or Constraints	<ul style="list-style-type: none"> 	