

## **Housing**

### **Housing Solutions Team Leader Job Description and Person Specification**

**January 2025**

## Job Description

<b>Job Title:</b>	Housing Solutions Team Leader
<b>Department:</b>	Housing
<b>Function:</b>	Housing Needs
<b>Team:</b>	Housing Solutions Team
<b>Post number:</b>	S000408; S000418
<b>Grade:</b>	LBR 12
<b>Hours/weeks:</b>	36 hours / 52.14 weeks
<b>Base location:</b>	Lynton House - Ilford
<b>Reports to:</b> <i>Job title</i>	Housing Solutions Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	May include Housing Solutions Officers, Housing Solutions Assistants, Landlord and Tenant Officer, Mobility Officer and Resettlement Officer

## Role purpose and role dimensions:

*Overview of the job*

- To ensure the council provides an effective, professional service which includes offering customers in housing need a full range of advice and interventions on their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness making full use of any available schemes and initiatives
- To ensure the council provides an effective, professional homelessness service including the assessment and investigation of homeless approaches and applications in line with the Councils' statutory duties under Housing Act 1996 Part 7 and relevant case law.
- To manage the assessment of customers housing needs in accordance with the Homelessness Act 2017. A high percentage of customers presenting as homeless will be vulnerable and it is essential to assess the customers' needs accurately in accordance with the Care Act 2014, the Children Act 1989 and all relevant housing legislation
- To monitor and review the Personalised Plans issued by officers following their detailed work with customers to develop, update and review Personalised Housing Plans for customers on behalf of the council in light of the Homelessness Reduction Act 2017. Ensuring there is effective work with customers to implement these plans to ensure that homelessness is prevented or relieved through active interventions and pursuit of effective housing options
- To manage all appointment services related to meeting the housing needs of the residents of Redbridge
- To manage all activities targeted at the reduction of temporary accommodation provision and resulting expenditure through early intervention, prevention and relief of homelessness
- To drive innovation within the service through the application of best practice housing and homelessness solutions as a means of mitigating the negative impact of welfare reforms.
- To have management oversight of decisions to award social housing through Part VII of the Housing Act 1996, ensuring all other avenues are explored before this decision is made and cost to the council is reduced
- This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017.
- To manage the collation of high quality, key homelessness data for submission to the Department for Communities and Local Government ensuring key trends on homelessness, the causes and solutions are available for analysis locally and to the Government to measure the impact of homelessness

## Role Context

- Needs to support the Councils our key values and strive to operate a service which promotes honesty, fairness, excellence and collaboration, with the aim of improving resident's quality of life, promoting opportunity and building strong communities. Ensuring we can respond rapidly to change, build on those strong communities, can be financially self-sufficient and promote local democracy
- This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996, Homelessness Reductions Act 2017 and other key housing legislation, alongside the Childrens Act and the Care Act. It is a specialist role where the post holder is expected to apply a combination of existing and new legislation in preventing or relieving homelessness
- This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. Officers will work with a full range of customers and scenario's but may specialise in teams focussed on prevention for single people, prevention for families or homeless assessment

## Key Accountabilities and Result Areas

### 1. Strategy and Planning

- To analyse performance data and provide regular management reports regarding operational performance using information systems such as HOPE, HACSYS and TASYs and other systems as required. To ensure regular customer feedback is available.
- To assist in the preparation of the service plan, the Council's overall Housing and Homelessness strategies and to develop policies and procedures for the service.
- The post holder will be required to have comprehensive 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
- The post holder will be required to have specialist knowledge of the Housing Act 1997, the Homelessness Reduction Act 2017, the Children's Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act.
- The post holder will be required to be innovative, dynamic and solutions focussed to ensure services prevent the customer from becoming homeless and explore all housing options to prevent the customers from becoming homeless.
- The post holder will be required to lead the ongoing development and design of the service and solutions for customers.

### 2. Operations and Support

- To ensure the provision of an effective, customer-focussed and efficient service to customers presenting with housing problems; and that supports them in keeping their current home or in accessing a new home in the public or private sector.
- To ensure services prioritise early intervention and create an environment for responding to customers issues as soon as possible
- To ensure officers provide proactive and timely housing advice to customers so they understand their current housing position, their rights and responsibilities in their current accommodation including in respect of security of tenure, protection from eviction, accommodation condition and repair, rent and mortgage debt and tenancy deposit protection, matrimonial rights and referrals are made to the landlord and tenant specialist as appropriate
- To ensure customers receive high quality advice on the full range of options to solve their housing problem, including
  - how the council can intervene if they are threatened with homelessness
  - joining and priority on the housing register and housing mobility options
  - options for private renting, supported housing, moving out of London, shared ownership and obtaining a mortgage
- To ensure the provision of a professional and effective housing options interview and homelessness investigation service to all customers, including those with no clear priority need or who may be intentionally homeless;
- To ensure the service assesses customers housing needs in accordance with the Homelessness Act 2017 and does so in the context of the potential for customers vulnerability under either the law on housing, the Care Act 2014, or the Children Act 1989
- To ensure the completion of high quality Personalised Housing Plans following officers detailed assessments and that officers keep these up to date.
- To ensure officers effectively assess customers support needs and these are recorded and acted upon and referrals are made for resettlement support as required
- To ensure the personal housing plan compiled by officers provides a detailed picture of the customer housing requirements and needs, especially as affected by their support needs and affordability issues in order that accommodation suitability information can be gathered and assessed
- To ensure that all customers are advised of available tenancy support services including floating support, income maximisation, debt and rent arrears advice, Discretionary Housing Payments, Housing Benefit support, mobility mutual exchange and under-occupation schemes.
- To ensure the provision of a professional and effective housing solutions assessment and homelessness investigation service;
- To ensure that team members produce statutory decision and outcome letters to a professional standard and that decisions to admit households to temporary accommodation are monitored and only approved where there are no other alternatives.
- To carry out detailed enquiries on cases subject to statutory review proceedings as directed by the Housing Reviews Manager.
- To ensure full and accurate records of all clients, all advice and support provided. To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties undertaken, and keep other records necessary to provide an adequate management information data base.

<b>3. Systems and Process Development and Improvement</b>	<ul style="list-style-type: none"> <li>• The post holder will be required to develop, design and implement new operating processes and systems to develop the wider Housing Solutions service.</li> <li>• To ensure the homelessness system is effectively utilised to produce personal housing plan for each customer and to provide key monitoring information for submission to the HCLic system created by DCLG and for local information reporting and management</li> <li>• To ensure officer maintain customers electronic files on NEC DM providing a thorough audit trail of activity and key documents in line with agreed process</li> <li>• To put in place monitoring systems in response to service issues and needs which support the provision of a high quality, legally compliant service</li> </ul>
<b>4. Communication Partnership</b>	<ul style="list-style-type: none"> <li>• To develop effective working relationships through partnership and collaborative arrangements with external bodies, internal departments and voluntary and statutory agencies and their clients. To attend meetings of relevant partnership boards and agencies and to represent the service and/or council as required.</li> <li>• To ensure the provision of a full range of information and publicity for all customers, including on the website, as well as internal procedures.</li> <li>• 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.</li> <li>• To ensure the provision of advice services to customers through personal or telephone interviews, correspondence, advocacy, reception, home visiting, outreach work and surgeries, workshops and talks to customer groups. To ensure there are systems in place to support this provision and to set up new systems as required</li> <li>• 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.</li> <li>• To develop and maintain effective relationships with key partners, service providers, stakeholders and the wider community in order to facilitate the delivery of high quality services that meet user needs</li> <li>• To ensure the preparation of information as required to support court cases for which the post-holder or their team member is responsible (reviews and appeals, judicial reviews etc.).</li> <li>• Ensure officers liaise with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction.</li> <li>• Internal Contacts: Staff in Housing and across other council services</li> <li>• External Contacts: MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed &amp; Breakfasts, service users, their friends, relatives and advisors.</li> </ul>
<b>5. Performance and Standards</b>	<p>Support the delivery of services which help to achieve the objectives in the Council's corporate strategy, including to</p> <ul style="list-style-type: none"> <li>• Increase fairness and respond to the aspirations of the Borough</li> <li>• Empower our communities to help shape our Borough and the services we deliver</li> <li>• Improve the quality of life and civic pride amongst our communities</li> <li>• Transform our Council in tough times to be dynamic and responsive to the challenges of the future</li> </ul> <p>Contribute to setting and achieving Housing and Housing Needs service plan priorities and objectives and making sure that key targets are met.</p> <p>The post holder will be required to contribute to the development and implementation of the Council's corporate objectives including:</p> <ul style="list-style-type: none"> <li>• Health and safety in the workplace</li> <li>• Performance management</li> <li>• Equality and Diversity policy</li> <li>• Customer service strategy</li> <li>• Corporate priorities and strategies</li> </ul> <p>To ensure that services are innovative and quality driven and:</p> <ul style="list-style-type: none"> <li>• Are responsive to customer's needs and service requirements</li> <li>• Demonstrate clear departmental direction, vision and style</li> </ul>

	<ul style="list-style-type: none"> <li>• Achieve effectiveness and efficiency in operation</li> <li>• The Council's Equality and Diversity policy is adhered to</li> <li>• To carry out the duties and responsibilities of the post, in accordance with the Council's Health &amp; Safety Policy and relevant Health &amp; Safety legislation</li> </ul>
<b>Key Performance Outcomes</b>	<ul style="list-style-type: none"> <li>• Homelessness is prevented</li> <li>• Temporary accommodation numbers are reduced</li> <li>• Homelessness decision making targets are met</li> <li>• Expenditure on temporary accommodation is reduced</li> </ul>
<b>6. Resource Management</b>	<ul style="list-style-type: none"> <li>• To manage a team of staff to ensure quality services are delivered to customers, including supervision and support, planning personal development, setting targets and standards in line with corporate performance management framework</li> <li>• To comply with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, management instructions, professional and performance standards and best housing and homelessness prevention practice and ensure that staff comply with these.</li> <li>• The team manager is required to 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 plan for the Housing Solutions Teams in conjunction with the Housing Solutions Service Manager including training of all staff in relevant procedures.</li> <li>• To establish the necessary procedures to ensure that adequate information, instruction, training and supervision is provided for all staff reporting to this post.</li> <li>• 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.</li> <li>• The post holder must promote equality in the workplace and set the tone for the behaviour between colleagues.</li> <li>• The postholder is responsible for the management of the team staffing budget and for authorising the commitment of resources on prevention options including for example DHP, deposits and incentives</li> <li>• In addition, since housing decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitments. As below: <ul style="list-style-type: none"> <li>○ to provide support for various housing options (for example provision of a rent incentive);</li> <li>○ homelessness decisions to accept or refuse a duty;</li> <li>○ or to provide temporary accommodation;</li> </ul> Managers are responsible for ensuring officers understand the financial impacts of the decisions that they make </li> </ul>
<b>Flexibility</b>	<p>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.</p> <p>The postholder may be required to participate in the rota to provide the homelessness out of hours service.</p>

<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>



<p><b>To contribute as an effective and collaborative member of the team</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<p><b>Flexibility</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>



<b>Person Specification - Housing Solutions Team Leader</b>		A - I - T	Weight
<b>Knowledge &amp; Experience</b>		<i>Method of candidate assessment: A = Application form I = Interview T = Test Weighting: 3 = most important 2 = least important</i>	
<b>Statutory or Mandatory qualifications:</b>	<ul style="list-style-type: none"> <li>Professional CIH Housing Qualification</li> </ul>	A	3
<b>Educational Requirement</b>	<ul style="list-style-type: none"> <li>Educated to A-Level standard or equivalent. 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 in housing and homelessness.</li> </ul>	A	3
<b>Key Subject or Content Areas (inc: Desirable Qualifications)</b>	A comprehensive knowledge of the law relating to homelessness as covered by the 1996 Housing Act and the Homelessness Reduction Act 2017.	AI	3
	Good knowledge of the Children's Act, and the Care Act as this social care legislation interacts with housing and homelessness issues	AI	3
	Comprehensive knowledge of the Welfare Reform Act	AI	3
	A comprehensive knowledge of the housing allocations as covered by the Housing Act 1996 Part VI	AI	3
	A comprehensive knowledge of Landlord and Tenant Act	AI	3
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>A thorough understanding of current issues affecting social housing and private housing provision in inner city areas.</li> <li>Comprehensive knowledge of legislation on lettings, homelessness, security of tenure, tenants' rights including codes of guidance, case law and good practice. Thorough knowledge of full range of housing options and homelessness prevention approaches.</li> <li>Knowledge of equalities legislation and good practice and its application in relation to housing services.</li> <li>Awareness of risk assessment and Health &amp; Safety provisions re. public service area.</li> </ul>	AIT	3
		AIT	3
		AIT	3
		AI	2
<b>Experience</b>	<ul style="list-style-type: none"> <li>Substantial experience of delivering housing advice and homelessness services to people in need.</li> <li>Substantial experience of case management.</li> <li>Experience of motivating and managing staff in a customer-focused environment</li> <li>Experience of managing change in a local authority or similar environment</li> <li>Developing and implementing an equalities approach in service delivery and staff management</li> <li>Experience of analysing, monitoring and developing information management systems to improve service delivery.</li> </ul>	AI	3
		AI	3
		AI	3
		AI	2
		AI	2
		AI T	3
<b>Management</b>	<ul style="list-style-type: none"> <li>Significant experience of managing, motivating and developing workers and resources within the relevant area(s) of responsibility to deliver required service outcomes.</li> <li>Experience of understanding how personal objectives align with service and corporate objectives.</li> <li>Experience of facilitating co-operative working within the area of responsibility and across the organisation to develop and maintain good working relationships with internal and external customers and stakeholders.</li> <li>Experience of sharing and cascading relevant information as necessary to the team. To ensure learning and development opportunities are and utilised to the benefit of the organisation, through appropriate planning and evaluation.</li> <li>Experience of managing activities and performance in line with the corporate policy and procedure.</li> </ul>	AI	3
		AI	3
		AI	3
		AI	3
		AI T	3

<b>Skills /Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Excellent report writing skills</li> <li>• Able to lead, manage, motivate and develop staff and to plan and evaluate their work</li> <li>• Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions</li> </ul>	IT	3
		AI	3
		AI	3
		AI	2
		AIT	3
	<ul style="list-style-type: none"> <li>• Able to work with the service manager to support change</li> <li>• Ability to plan, prioritise and delegate work and achieve tasks within tight deadlines</li> <li>• Ability to effectively use range of IT applications including database, Word, spreadsheet.</li> <li>• Good financial and budgeting skills.</li> </ul>	AI	2
		AI	3
		AI	3
<b>Special Conditions of Service</b>	<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 &amp; Safety Policy.</p>	A	3
<b>Corporate Behaviours</b>	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.	A	3
<b>Effective and Collaborative Team Working</b>	<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>	A	3
<b>Working Pattern and travel</b>	The post-holder will need to work outside normal working hours on occasion	A	3
<b>Safeguarding and Disclosure</b>	<b>DBS Disclosure Required?</b> Basic	A	3

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