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| **Job Description** |
| **Post title** | Team Leader – Rough Sleepers & Next Steps Accommodation Programme (NSAP) |
| **JE Reference No** | N10760 |
| **Grade** | 12 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Manager – Special Projects |
| **Location** | Your normal place of work will be Crook CAP, but you may be required to work at any Council workplace within County Durham and Darlington |
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| **DBS** | This post **is** subject to a DBS enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for the day-to-day management of the Rough Sleeper Team and NSAP funded projects and staff. This involves assisting in delivering the rough sleeper strategy as well as targets within the NSAP MoU, including accommodation units and support.

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| **Duties and responsibilities** |

* Ensure statutory homeless investigations are carried out in line with current legislation and the Homeless Reduction Act Code of Guidance and internal policies and procedures.
* To ensure delivery of projects within the NSAP bid, including establishing service level agreements with partner organisations, pathway identification for clients and best use of accommodation resources.
* Supervision of staff in the team, including Rough Sleeper Team and NSAP Team, conducting one to ones and PDRs.
* To work closely with other teams within Housing Solution to identify potential rough sleepers and suitable move-on accommodation.
* Develop and provide a range of effective strategies, procedures and working practices to ensure the support needs of rough sleepers and former rough sleepers are met, using a trauma informed care approach.
* Financial management of the Councils budgets in relation to the Rough Sleeper Initiative and NSAP Fund.
* To work towards and positively contribute to Government targets of ending rough sleeping by 2024.
* To robustly monitor and report on performance against key outcome measures and seek to deliver continuous improvement in the Rough Sleeper and NSAP Team and provide regular reports to the Housing Manager and other departments as necessary.
* To assist in the set up and allocation of NSAP & SSTS properties and work to identify long term housing pathways for clients.
* To implement, manage, maintain and monitor all new rough sleeper and NSAP initiatives.
* To achieve continuous improvement in service delivery.
* To ensure that all the Council’s policies are applied in the operation of the service.
* To ensure that changes to legislation and professional practice are implemented within the service in a timely and efficient manner.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree level or equivalent.
 | * Evidence of further Professional Development
* Qualified Member of the Chartered Institute of Housing
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| Experience | * Experience of delivering rough sleeper interventions
* Experience of trauma informed care
* Experience of partnership working
* Experience of working in a similarly challenging role
* Experience of implementing government initiatives

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| Skills & Knowledge | * A good understanding of housing services
* A detailed understanding of related policies, programmes and legislation, particularly relating to rough sleeping
* Ability to motivate members of the team in achieving high practice standards in line with service and government targets
* Excellent verbal and written communication skills
* Ability to effectively plan & manage a high-volume workload
* Ability to use computerised systems to manage data to aid decision making
 | * Knowledge of national and regional housing issues
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| Personal Qualities | * Committed to achieving results
* High commitment to customer care
* May be required to work outside of normal office hours.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
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