

Team Leader – Housing Options

Service	Reporting to	Location	Grade
Housing options	Principal Officer	Civic Centre	3B

About the role

- Lead the day to day operational demands considering the best outcomes and appropriate actions for customers in relation to crisis and disaster situations, income maximisation, debt management and the prevention of homelessness, supporting team members to identify and meet the needs of customers
- To hold a small caseload of the more complex cases and to use these as a training tool for colleagues
- To work alongside partners to deliver the best possible outcomes for customers by contributing to the development and effective working of referrals and pathways to ensure that shared outcomes for customers are identified and met collaboratively, making best use of resources
- To provide technical knowledge, information and advice to customers in relation to a range of areas of work such as homelessness and housing issues, welfare rights and debt advice, housing benefit and universal credit and make ensure the team make appropriate referrals. To be the first point of contact in any conflict resolution with customers
- To support managers in delivering a bespoke service for Salford residents through the identification of emerging issues in relation to crisis situations, ensuring all deadlines and priorities set are delivered in a timely manner
- To ensure compliance with statutory legislation, regulations, policies and procedures and keep updated of relevant changes in relation to homelessness, housing benefit and universal credit, welfare reform and any other area of social policy that can affect an individual's wellbeing, financial security and ability to support themselves and their families and sustain their accommodation
- To be adaptable and support change to improve service delivery, providing flexibility in how we deliver services

To coach, train and lead colleagues by sharing good practice, skills and knowledge. To lead on the induction training for new colleagues

Key outcomes

What we need from you

- To model and demonstrate our values and behaviours.
 - List all other skills needed for the role, with a focus on soft-skills and transferrable skills. List any specific experience needed but only if essential. List any qualifications needed for the role.
 - The ability to work as part of a team as well as on your own initiative whilst developing and motivating staff and facilitating effective team working
 - The ability to contribute to the provision of a high quality service promoting customer satisfaction at all times
 - The ability to generate creative solutions to work problems
 - Ability to respond positively to change and to motivate others in a highly pressurised, sensitive working environment
 - The ability to demonstrate assertiveness and the ability to deal with confrontation
 - The ability to interpret and explain complex information including statistical information
 - Have an understanding of data protection, confidentiality and GDPR principles and how to apply these principles within work when handling personal or sensitive data
 - High standards - setting challenging goals that are focused on outcomes, not accepting mediocrity
 - Able to take a whole system approach, looking for every opportunity to solve problems and improve the service
 - Previous experience in an advice or homelessness or housing advice field
- Ability to build strong collaborative relationships to find creative ways to make services more sustainable and flexible

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health

and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

Tailored Development

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our vision and priorities

Our vision

The council has a vision is to create '**A fairer, greener and healthier Salford**'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

The Great Eight are:

Tackling poverty and inequality.



1

Creating vibrant places and spaces.



2

Tackling the climate emergency.



3

Skills and education (A Learning City).



4

Affordable housing and reducing homelessness.



5

Promoting transport and digital connectivity.



6

Creating an economy for all.



7

Tackling health inequalities and providing the best possible care.



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Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by:

Date:

Job code:

Job score:

Date of evaluation: