

## Job specification



**Job title:** Senior Homelessness Officer

**Service:** Adult Social Care and Health - Homes

**Grade:** G8

**Reporting to:** Housing Options Manager

### Your job

Our Housing Options team deals with information and advice for people facing homelessness or people who are homeless across the borough. As Senior Homelessness Officer you will lead a team of 7 staff delivering front line homeless prevention and homeless assessment services. Our aim is to prevent people becoming homeless in the borough and a large part of your work will focus on this. You will contribute to the strategic co-ordination of homeless functions, liaising and engaging with statutory and voluntary services operating in the borough and ensuring Wigan Council meet its legal requirements regarding statutory homeless duties.

You will ensure performance targets and statutory duties are both met and accurately reported.

You will work closely with colleagues in Homes from the Housing Support Team, the Drug and Alcohol Action team, the Allocations and Home Finder Teams and those providing more intensive support for people with wider needs to help them maintain a tenancy. Additionally, you will work with colleagues across Adult Social Care and partner agencies including NHS, Greater Manchester Police and third sector agencies such as The Brick or the Storehouse Project.

You will also be responsible for ensuring team members are appropriately supervised.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

### In this job you will

Within the first 12 – 18 months you will:

- Review and develop relevant processes and procedures to reflect the Deal principles and also compliance with the new homelessness duties introduced through the Homeless Reduction Bill
- Develop staff to enable them to build resilience and reduce dependency on services by having a different conversation which focuses on the strengths of our customers/individuals
- Review referral pathways to ensure maximum contribution to the Deal for Adult Social Care and Health
- Lead and develop your team of staff by providing advice, guidance and direction and challenging poor performance

- Ensure an excellent customer-centred service is provided at all times
- Deliver the principles of The Deal by acting as a role model for your team while working as one team within the council and partner agencies
- Contribute to the commissioning/procurement of services and the associated quality assurance framework
- Work alongside partners including the voluntary sector to ensure success of the homeless partnership
- Oversee the roll of a Housing First model
- Ensure requirements of the Homelessness Reduction Bill are incorporated across the service
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

You must be able to demonstrate the following essential requirements:

- Level 4 Qualification in Housing or a related field or an equivalent level of experience relevant to the role
- Experience of working in a relevant field supporting vulnerable or complex individuals
- Detailed knowledge and understanding of homelessness legislation
- The ability to develop effective working relationships with partners and work collaboratively to develop creative solutions to problems
- A practical knowledge of public sector reform principles and the Deal for Adult Social Care
- Knowledge and understanding of the current challenges facing vulnerable households seeking to maintain a sustainable tenancy
- The ability to lead and manage a team of staff
- The ability to develop and implement service performance improvements
- An ability to manage projects to deliver results on time and within budget

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

# Staff Deal



### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed   
Donna Hall CBE, Chief Executive

### Your part

- Listen, be open, honest and friendly
- Be efficient , flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed .....

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