



**Manchester City Council
Role Profile**

**Homelessness Lead Officer, Grade 6
Homelessness Service, Directorate for Families, Health and Wellbeing
Reports to: Team Leader (Homelessness)**

Key Role Descriptors:

The role holder will support the effectively management of a team within the Homelessness Service, ensuring the delivery of a quality service that meets performance targets and legal requirements. This may include the prevention of homelessness through the provision of advice and support, assessing and discharging statutory homelessness duties and the provision and management of temporary and supported accommodation

The role holder will assist with implementing initiatives to prevent and relieve homelessness. The role holder will ensure the provision of a high quality, customer-centered service that ensures the well-being of customers is protected. This will be based on an understanding of the causes and impacts of homelessness.

The role holder will be responsible for the prompt and efficient processing and administration of legal proceedings for possession of properties within temporary accommodation.

The role holder will provide expertise and advice on rent recovery and associated legal matters to the Homelessness Services and client organisations and to represent Manchester City Council in court on associated matters.

The role holder will supervise staff to ensure a high quality, flexible and responsive service is provided. The role holder will assist with establishing and maintaining partnerships with a range of stakeholders and agencies, in order to prevent homelessness, in line with Manchester's Homelessness Strategy.

Key Role Accountabilities:

Respond to all queries in an efficient and courteous manner, using creative and responsive skills to deal with problems or questions appropriately.

Deliver professional and detailed advice and assistance which meets the needs of the customer with regards to options and choices available for individuals and families in relation to housing and support needs.

Provide and monitor effective and efficient procedures which are relevant and up to date

Work proactively and manage workloads in a demand led, frontline service including a flexible approach to problem solving

Monitor record keeping within the scheme to ensure that customers' files are maintained and health and safety issues are identified and resolved.

Respond to emergency situations which occur outside normal hours.

Actively pursue own personal development and take full advantage of training provided.

Through personal example, open commitment and clear action, ensure that staff are committed to the provision of services that deliver equality and social inclusion.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Homelessness Supervisor – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

- **Communication skills:** Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
- **Analytical skills:** Ability to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising:** Ability to clearly prioritise work, respond to risks impacting on the delivery of objectives, set targets for self and others to meet demanding timescales
- **Problem Solving and Decision Making:** Strong decision making skills with the ability to analyse risks and resolve complex issues in a pressurised environment
- **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives
- **ICT Skills:** Ability to establish and maintain effective systems to manage and retrieve information

Technical requirements (Role Specific)

For all services:

- Knowledge and understanding of the causes, impacts, prevention and relief of homelessness
- Must consent to and apply for an enhanced DBS disclosure check.

For statutory services

- Significant knowledge and understanding of Homelessness and other relevant legislation

For accommodation and housing management services

- Knowledge of the welfare benefit system and all aspects of housing management, including income generation and rent recovery/action