Job Description

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| **Job Title** | Healthy Homes Team Leader |
| **Grade** | PO2 |
| **Reporting To** | Housing Standards Manager |
| **JD Ref** | REG0166P |

Purpose

Ensure the effective delivery of the Healthy Homes Service to improve housing standards throughout the Borough to protect and improve the health, safety and wellbeing of vulnerable residents who may be living in substandard housing.

Main Duties And Responsibilities

1. Provide guidance to the Healthy Homes team on Housing Health Safety Rating System.
2. to enable the team to undertake property inspections and identify hazards, liaise with landlords to address low level property disrepair, and advise on when to escalate to the Housing Standards team for enforcement.
3. Lead on expanding the network of relevant support agencies for clients including the voluntary sector, charities, public sector bodies and private companies and ensure that referral pathways are established and developed, to meet the needs of vulnerable residents and assist with improving both housing conditions and health outcomes.
4. Co-ordinate, programme and manage the day-to-day activities of the Healthy Homes Service including allocating work, providing guidance on complex cases, line managing Healthy Homes officers and undertaking all tasks associated with managing and mentoring the team and complying with corporate HR policies.
5. Assist with the development of new strategies, policies, procedures and projects that support the delivery of the team including developing an evidence base to support Selective Licensing and new work such as addressing cold and damp homes, fuel poverty or other areas that improve housing standards and health outcomes.
6. Develop capacity in local communities to take action to improve the local neighbourhood and report and address issues, for example through the formation of resident’s groups or action groups and participation in relevant forums, events or meetings to promote engagement with the service.
7. Collate, monitor, and evaluate performance management data regarding Healthy Homes for Housing Services, Public Health and corporate partners and develop indicators for measuring outcomes that provide meaningful metrics to demonstrate the impact the service is having on Selective Licensing and the wider health determinants. Take corrective action where outcomes are not being met.
8. Undertake more complex caseloads and engage with other departments and agencies when required to provide a comprehensive support package to support residents with multiple needs.
9. Ensure the Healthy Homes service maintains accurate records and case files, that adhere to GDPR and produce reports and statistical information as required.
10. Monitor revenue resources for Healthy Homes with the support of the Housing Standards Manager to ensure that financial resources are fully utilised and in accordance with internal/external audit requirements.
11. Seek out and bid for additional funding opportunities related to the service. Adding value to the Service.
12. Prepare reports and statistical information as required including the annual report on the impact and performance of Service for Public Health.
13. Ensure the Healthy Homes Service is delivered in-line with the agreed area based strategy and also the priority initiatives in the Borough, such as Selective Licensing and damp and mould campaigns. The Service is to be delivered with minimal day-to-day involvement of Housing Standards Manager providing a degree of autonomy on how this is achieved.
14. ny other duties which commensurate with the role.

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.

**Communication, Engagement and Training:**

* Engagement with vulnerable clients with diverse needs including developing strategies for hard to engage residents and provide guidance to the team in line with corporate customer care guidelines.
* Ensure training for Healthy Homes officers is up to date, relevant and enables the team to identify support needs and provide relevant referrals to partner agencies and feel confident in their role.
* Responding to enquiries from the public, partners and service users providing advice and guidance by phone, e-mail or face to face.
* Raise awareness of the Healthy Homes Service including presenting at forums, community groups, events and meetings as required.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Understand the application of HHSRS and implement procedures within the team regarding undertaking inspections, identifying hazards and determining the most appropriate action.
* Be responsible for the checking and validation of applicant information and to ensure that data conforms to appropriate audit criteria including benefit checks, self-assessment forms, application forms.

Role Specific Knowledge, Experience And Skills

**Qualifications:**

* Educated to GCSE level or equivalent.
* Completion of recognised training an assessment of properties under Housing Health Safety Rating System.
* **Desirable -** Housing, Building, Environmental Health or Regeneration degree or equivalent experience.

**Knowledge & Skills:**

* Excellent customer care skills.
* Supervisory or management skills.
* Problem solving skills.
* Willingness to learn new areas of work relating to housing standards and improving health and wellbeing outcomes.
* IT Skills – Microsoft Office and other software for data/ case management
* Ability to prioritise work, meet targets and deadlines.
* Report writing skills.
* Good understanding of the wider determinants of health and how health outcomes can be improved for individuals.
* Project Management Skills
* Technical knowledge of housing construction, legislation and help available to improve housing conditions.
* Knowledge of relevant Government policies relating to improving housing conditions and energy efficiency.
* Ability to manage and monitor caseloads of varied work for the team, monitor outputs, outcomes and performance.
* Awareness of equality and diversity issues
* Understanding of the principles of behaviour change to enable individuals to change their behaviour to improve their health and well-being.
* Knowledge of issues that affect access health services.
* Knowledge of tools, techniques and equipment for accessing & evaluating individual’s health status, concerns and priorities.
* Ability to follow guidelines, policy and procedures including record keeping.

**Experience:**

* Working as part of a team to improve housing standards.
* Working in the community with residents, community groups and other community-based organisations to improve health & wellbeing.
* Developing and managing projects
* Experience of multi-agency working.
* Supervisory experience including training and mentoring staff.
* Experience of community involvement to improve service delivery or contribute to area-based initiatives.
* Experience of establishing & developing relationships with communities.
* Proven experience of working with a range of people, including age, gender, background, in groups or 1:1s
* **Desirable -** Working with property owners to improve housing standards including carrying out inspections, preparing schedules of work, procuring works, analysing costs and supervising work.
* **Desirable -** Experience of motivating and delivering basic training to community volunteers.

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: Lisa Newman, Assistant Director of Housing

Date Of Approval: 13/02/2024