



## Job Description

<b>Job Title</b>	Prevention and Assessment Team Leader
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Housing
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£38,223 - £43,421
<b>Job Type</b>	Agile
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not applicable
<b>Job Evaluation Ref No</b>	

## Job Purpose

To prevent homelessness, ensure timely assessments and support homeless clients into permanent, settled accommodation, deputising for the Team Manager as necessary and allocating work to staff managed within the remit of the post.

### Directly Responsible For:

Prevention & Assessment Officers and other appropriate staff as determined.



## Directly Responsible To:

Team Manager – Housing Options

## Main Areas of Responsibility:

- To work in a way that will assist in determining how best future prevention, assessment and re-housing services will be organised.
- To deputise for the Team Manager as required.
- To work with people in housing need and those who are potentially homeless to identify and address their housing and support needs. To identify problems causing their potential homelessness and provide them with tailored advice and assistance to secure alternative settled accommodation and prevent their becoming homeless.
- To work proactively with relevant Council departments, partners and private and registered social landlords to ensure that effective support is identified and implemented to prevent homelessness, ensure timely assessments and support clients into settled accommodation.
- To identify the support needs of service users and make appropriate referrals to other Council teams and external agencies.
- To ensure performance targets are met maintaining full and accurate records of all contact on the appropriate IT or manual systems.
- To ensure manual and computerised records are updated in an accurate and timely manner, and that data relevant to the future development of homelessness prevention and assessment services is written up and reported in an appropriate format.
- To undertake statutory Homeless Reviews as required.
- Assisting clients to access and signposting to other statutory, non statutory and voluntary agencies where relevant.
- To highlight any concerns about service users where appropriate to the appropriate agency (e.g. children's or adult safeguarding concerns).



- Completion of risk assessments in respect of service users and for communicating these appropriately and confidentially to other staff in the City Council or to other agencies.
- To participate with colleagues in any 'out-of-hours' rota and to deal with emergency situations occurring outside normal office hours
- Responsibility for the development and monitoring of team processes and guidelines.
- To use all opportunities to develop personal skills to improve efficiency, quality and delivery of service.
- To comply with the City Councils commitment to equality.
- To ensure compliance with all Statutory requirements and financial regulations of the City Council and to ensure that the work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Councils safety plan.
- Responsibility for the supervision of the Prevention & Assessment Officers or other staff as required in accordance with City Council procedures (eg sickness absence, individual performance targets)
- To investigate and determine the status of those referred to the team as presenting as homeless.
- To monitor assessment of referrals into the service and ensure appropriate advice and assistance provided.
- To undertake direct work with clients, via home visits where appropriate, to provide potentially homeless applicants with a full appraisal of their situation identifying and discussing a range of options for them to consider.
- Post holder will be expected to participate in a decision review group.
- Post holder will be responsible for ensuring the production and co-ordination of rotas for the service as a whole.
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service.



- Post holder will be expected to staff and work from a duty / reception desk from time to time as directed by the Team Manager.
- Post holder will be expected to use the electronic calendar and input into the E-Rota system.
- Post holder will participate in the services out of hours on call rota and undertake some other out of hours work.
- To carry out any other tasks reasonably required of the post holder.

### **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitor financial performance and deliver within budget.
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies.

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.



## Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Qualifications equivalent to NVQ Level 3 or equivalent experience (A/I)
- Evidence of and commitment to continuous professional development (A/I)

## Experience

### Essential

- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness (A/I)
- Experience of homelessness and housing advice work (A/I)
- Knowledge of the causes and impact of homelessness, prevention techniques and strategies (A/I)
- Experience of managing and developing staff (A/I)

### Desirable

- Experience in working with vulnerable client groups
- Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation.



## Skills/Abilities

### Essential

- Ability to think creatively in finding solutions to preventing homelessness(A/I)
- Effective communication skills both verbal and written (A/I)
- Confident user of information technology applications to include database input, word-processing, and email (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them (A/I)
- Ability to investigate issues in a sensitive manner (A/I)
- Ability to accurately record statements and findings (A/I)
- Ability to discuss and negotiate effective outcomes with accommodation providers and landlords options to prevent homelessness (A/I)

## Commitment

### Essential

- An understanding of and a personal commitment to the Vision and Values of commitment to excellent customer service and to continuing service improvements (A/I)
- Commitment to assisting the council in the continued development of their services to ensure the best possible outcome for our service users (A/I)
- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness (A/I)



## Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- Flexible outlook and approach and the ability to adapt to change as the service develops (A/I)
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service (A/I)
- Post holder will be expected to demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers (A/I)