

JOB SUMMARY

<b>Post Title</b>	<b>Housing Needs &amp; Support Manager</b>						
<b>Job Family</b>	Service Delivery	<b>Pay Range</b>	13	<b>Line Manager to others?</b>	Yes	<b>Role profile ref</b>	
<b>Service Area</b>	Adult Social Care and Housing						
<b>Line Manager</b>	Strategic Manager – Housing Enabling & Delivery						
<b>Location</b>	County Hall						

<b>Job Purpose</b>			
<ul style="list-style-type: none"> <li>To manage the Housing Needs &amp; Support Team to provide an effective and responsive homelessness prevention and assessment service, including the provision of temporary accommodation; the management of the Island HomeFinder service; the development of effective move on accommodation for people moving out of temporary accommodation; and the management of the Council’s Supporting People programme.</li> <li>To work alongside external agencies and other partners to deliver homelessness services and ensure resources are used effectively.</li> </ul>			
<b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b>			
<ul style="list-style-type: none"> <li>To ensure that the Council’s meets its multiple statutory obligations in relation to people with housing needs.</li> <li>To ensure that the Island HomeFinder service operates, and is seen to operate, in a fair and transparent fashion.</li> <li>To deliver effective partnership working with the Island’s Registered Providers and private landlords in the provision of, and access to, accommodation.</li> <li>To commission effective services and supports from providers (including the voluntary and community sector) in providing a wide range of accommodation and accommodation support services.</li> <li>To represent the council at regional and national housing needs fora, including professional organisations and government bodies.</li> <li>To design and deliver effective multi-agency housing and care pathways for vulnerable people at risk of homelessness and housing needs including care leavers, disabled people, homeless families, people leaving prison, and people with dual diagnosis.</li> <li>To lead the housing needs and support teams.</li> </ul>			
<b>Knowledge, Skills, and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.	Expert knowledge of the council’s statutory housing duties (e.g., Housing Act 1996, Homelessness Reduction Act 2018, etc).  Knowledge of the Council’s planning and regeneration	<b>E</b>	<b>D</b>

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	<p>departments and how best to meet local people's housing needs, especially with regards to the delivery of temporary and affordable accommodation.</p> <p>Expert ability to motivate and mobilise accommodation providers (RPs, private landlords, voluntary agencies) to change their service offers when necessary and to participate in key new schemes designed to mitigate the unmet housing needs of islanders.</p>		<b>D</b>
<p>Substantial experience of planning and delivering specialist legal / statutory / regulatory / customer / stakeholder / community engagement services within a large / complex organisation, with expert professional knowledge and experience.</p>	<p>Expert ability to influence and galvanise a wide array of community representatives and organisations in providing a cohesive and comprehensive response to homeless people, including rough sleepers.</p> <p>Expert knowledge of the commissioning process – and representing the Council in commissioning partnerships which impact upon the wellbeing of local people.</p> <p>Ensuring that the council meets its performance targets in relation to housing needs – e.g., the reduction of rough sleeping.</p>	<b>E</b>	<b>D</b>
<p>Expert knowledge of the service and partner relationships and wider sector / external influences. Significant experience of leading in multi-disciplinary and partnership working. Experience in chairing case conferences / partnership events.</p>	<p>Significant experience of dealing with the media in emotionally fraught circumstances and where there is high reputational risk attached.</p> <p>Significant experience of presenting to large audiences (including professionals and members of the public).</p>		<b>D</b>
<p>Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice, and emerging developments (including the political agenda) which impact the service area. Experience in assessing the impact of legislation and ensuring</p>	<p>Detailed knowledge of evidence informed processes and best practice known to effect positive change for people experiencing both housing needs and complex health/care needs (e.g., people with dual diagnosis; people leaving prison)</p>	<b>E</b>	

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<p>organisational / stakeholder compliance.</p>	<p>Detailed knowledge of, and experience of successful safeguarding children and safeguarding adults' arrangements – including leading investigations and chairing complex meetings when required.</p> <p>Experience of working with locally elected Councillors and MPs in responding to high profile cases.</p>	<p align="center"><b>E</b></p>	<p align="center"><b>D</b></p>
<p>Experience in developing policy, procedures and standards and contributing to strategic direction, in a changeable area of work.</p>	<p>Experience of the design and delivery of multi-agency care and support pathways (e.g., for homeless people leaving hospital.</p>	<p align="center"><b>E</b></p>	
<p>Substantial experience of representing the Council / organisation in a professional / legal capacity.</p>	<p>Experience of preparing papers and reports for Committees and Cabinet.</p> <p>Experience of speaking at local, regional, and national conferences.</p> <p>Experience of leading multi-agency partnerships designed to deliver better outcomes.</p>		<p align="center"><b>D</b></p> <p align="center"><b>D</b></p> <p align="center"><b>D</b></p>
<p>Excellent interpersonal skills. Authority and credibility to build relationships and engage successfully with colleagues, partners, and customers at all levels. Excellent persuasion and negotiating skills, to motivate people and partnerships and influence outcomes in complex or politically sensitive situations.</p>	<p>Ability to liaise and negotiate with government officials in terms of the council meetings its statutory obligations in the housing needs arenas.</p> <p>Ability to motivate and mobilise a range of housing providers to change their “offer” when required.</p> <p>Ability to secure the confidence and trust of partners in other statutory, private, and private sectors.</p>	<p align="center"><b>E</b></p> <p align="center"><b>E</b></p>	<p align="center"><b>D</b></p>
<p>Authority and credibility to build relationships and engage successfully with colleagues, partners, and customers at all levels in complex or politically sensitive situations.</p>	<p>Able to demonstrate authentic, principled, leadership of the needs and interests of local people with housing needs.</p>	<p align="center"><b>E</b></p>	
<p>Initiative, strategic, and political awareness demonstrated in innovative approach to problem solving and decision making.</p>	<p>Significant experience of preparing and submitting successful bids for additional funding (e.g., from government).</p>		<p align="center"><b>D</b></p>
<p>Excellent planning and organisational skills with experience of managing and</p>	<p>Experience of developing business plans and programme plans.</p>		<p align="center"><b>D</b></p>

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delivering a service to organisational requirements.	engaging colleagues and securing ownership		
Good ICT skills including use of Microsoft applications and specialist systems.		<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
Educated to degree standard or equivalent.	Degree level in housing related discipline	<b>E</b>	
Relevant professional /vocational qualification.	Membership of relevant housing related professional body	<b>E</b>	
<b>Other Requirements</b>			
You are required to be in an out of hours and stand-by duty rota as and when requested by management. Please see T&Cs in Appendix A for more information.			
Must be available for meetings outside usual working hours			
Valid UK Driver's licence			