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| <b>Role Title</b>  | <b>Housing Options and Assessment Manager</b>  |
| <b>Job Family</b>  | <b>Resident Services</b>   |
| <b>Competency Level</b>  | <b>Principal Officer/Manager</b>   |
| <b>Pay Scale</b>   | <b>PO6</b>   |
| <p><b>Purpose</b></p> <p>To strategically manage, develop, organise and coordinate a team of officers providing a full casework service for customers in housing need, preventing homelessness wherever possible, and carrying out timely and robust accommodation needs and homelessness assessments where necessary ensuring that the service meets all legislative requirements.</p> <p>To act as the service's lead manager on special projects relating to homelessness prevention and/or the assessment and application of the Council's duties under homelessness legislation.</p> <p>The Housing Options and Assessment Manager role is about developing and improving the Prevention and Assessment service and our relationship with residents, assessing our service delivery from the customers perspective, identifying improvement areas, and addressing gaps.</p> |  |
| <b>Generic Accountabilities</b>  | <b>End Results/Outcomes</b>  |
| <p>Plan and ensure service delivery within a diverse environment.</p> <p>Control activities within the service area and ensure professional standards are delivered.</p>   | <p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice, and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>  |
| <p>Advise Senior Managers, Members and others on issues relevant to the service area.</p> <p>Provide professional challenge and advice to colleagues, managers and partner organisations.</p>  | <p>Expert professional advice is provided according to relevant guidelines/ regulations/ procedures.</p> <p>Interpret complex information, legislative and strategic issues within the field of expertise.</p> <p>Respond to major corporate or partner initiatives.</p> <p>Complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Complaints are effectively resolved.</p> |

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| Ensure the development and delivery of continuous improvements in all aspects of the service.                                | <p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p> <p>Customer/ stakeholder views are utilised to inform service improvements.</p>   |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.                      | <p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken, and clear objectives set and monitored through the Council's Appraisal process.</p> |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | <p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>   |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.                | <p>Reports are prepared, distributed / presented to the appropriate audience / to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>  |
| Ensure the successful implementation of health and safety legislation, policies and practices.                               | <p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>   |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.               | <p>All policies and procedures are complied with.</p> <p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p>   |

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|   | Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.  |
| <b>Job-specific Accountabilities</b>  | <b>End Results/Outcomes</b>  |
| To build a strong and effective Prevention and Assessment Service through leadership and performance monitoring.                                  | <p>Strong consistent management is achieved with staff having clear direction and understanding of what is expected.</p> <p>Performance monitoring ensures that concerns are identified early, and support is given to achieve objectives.</p>   |
| To prevent homelessness wherever possible through joint working, mediation, referral to other agencies, etc.                                      | <p>Homelessness preventions are maximised</p> <p>Acceptance of full rehousing duty is minimised</p> <p>A high performing and effective team delivering an excellent homelessness prevention service.</p> <p>Holistic prevention and advice casework service delivered to all customers in housing need.</p> <p>Robust statutory assessments completed where necessary.</p> |
| To make decisions on homeless applications based on all relevant considerations within the legal framework  | <p>Robust decisions made which can withstand scrutiny and legal challenge.</p> <p>Compliance with Homelessness Code of Guidance.</p>   |
| To encompass new innovation to improve service delivery to homeless residents.  | <p>Homeless residents are supported to sustain their tenancies.</p> <p>Residents have the tools they need to enable them to help themselves to prevent homelessness.</p> <p>Improve our digital delivery.</p>  |
| Requests for the provision of temporary accommodation are made when all relevant information is recorded to guide the location and other elements | <p>Provision of temporary accommodation approved only when all statutory criteria are met.</p> <p>Reviews and enquiries regarding the suitability of temporary accommodation are minimised.</p>  |

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| required to enable the allocation of suitable offers of accommodation  |   |
| Manage service budgets, grant funding and audit processes so that they align with organisational strategy  | <p>Waltham Forest budgets are managed appropriately and value for money is achieved.</p> <p>Grant funding is obtained and used to benefit homeless residents of Waltham Forest.</p>   |
| To ensure effective, high quality and innovative communication with customers, working with the Digital team to further develop our digital offer to support improved customer satisfaction and engagement | Services are easy to access for residents, satisfaction survey results are used to shape service delivery.  |
| To provide expert advice to staff, colleagues, customers and stakeholders on the homelessness process.   | <p>Staff are equipped with the necessary skills, experience and behaviours. They are set objectives that they consistently meet or exceed.</p> <p>Waltham Forest recruits Managers with expert knowledge of their service. This results in expert and relevant advice being given to staff.</p> |
| To positively manage relationships with key stakeholders to make sure the work of the team is understood and has the widest possible impact.   | <p>The reputation of the Prevention and Assessment service is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p>   |
| To ensure effective systems and processes are in place to effectively monitor performance and ensure the team is meeting its key objectives and targets.   | Performance monitoring allows for real time analysis of current progress. This allows for dynamic adjustments to performance resulting in objectives being met consistently.  |
| To act as the service's Duty Manager ensuring an effective first response to all presenting issues and overseeing the work of participating officers from the Options and Assessment teams                 | <p>Responsive service provided to all callers</p> <p>Effective response to all emergencies</p>  |
| To prepare concise reports and presentations, documents and briefings as required for a wide variety of audiences, including, Senior Management, Cllrs and other stakeholders                              | <p>Clear and concise data is produced that allows for affective interpretation.</p> <p>Senior staff, Member and Customers are able to hold the service to account.</p>  |
| To participate in the Out of Hours emergency duty rota to provide a telephone response to  | Effective response to all emergencies   |

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| 'out of hours' approaches from 6pm to 6am Monday to Thursday.  | Provision of accommodation outside working hours minimised |
| To undertake any other duties of a similar level and responsibility as may be required from time to time   |  |
| <b>Nature of Contacts</b>  |  |
| <p>Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.</p> <p>Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.</p> <p>High levels of tact, sensitivity and diplomacy is required.</p>  |  |
| <b>Procedural Context</b>  |  |
| <p>Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.</p> <p>Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.</p> <p>Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.</p> <p>Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.</p> <p>Occasionally the post will be expected to work from other locations.</p> <p>Post holder will oversee operational decisions.</p> <p>Post holder will report into the Deputy Head of Prevention and Assessments or Operations Manager .</p> |  |

## Key Facts and Figures

Delegated responsibility for project budgets.

Monitoring and controlling financial transactions /information.

## Resourcing

Budget Responsibilities: Delegated responsibility for homeless prevention budgets up to £250k

Supervisory Responsibilities: Line management of:  
Senior Practitioner, Housing Options and Assessments x 1  
Housing Options Officer x up to 9 staff including Trainees

## Knowledge, Skills and Experience

Experience of working within an inner-city homelessness service.

Detailed knowledge of homelessness legislation, guidance and caselaw, and knowledge of the broader housing environment including welfare reform.

Experience of managing a mixed and varied workload of conflicting priorities responding effectively to the needs of all customers.

Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge.

Experience of managing complaints and focusing on resolutions for customers.

Understanding of the principles of homelessness prevention and knowledge of the full range of housing options available to residents

Able to act as an ambassador for the Council demonstrating professionalism and setting an example by displaying an active commitment to a culture that embraces excellent customer service.

Proven experience of working collaboratively or in partnership with a range of stakeholders.

Proven track record of strong people management skills and the management of resources including budgets.

Experience of the ability influence, persuade and negotiate to achieve positive outcomes

Able to generate ideas to improve service delivery and deliver value for money

Excellent coaching and management skills

Good verbal and written communication

Excellent IT skills with a detailed understanding of MS Office especially MS Excel, able to work with a variety of data bases and software applications to produce letters and reports effectively, and to extrapolate, present and analyse key data to drive service improvements

Good customer care skills

### **Indicative qualifications**

Educated to degree level or equivalent standard

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.