

<b>Role Title</b>	<b>Temporary Accommodation Support Manager</b>
<b>Job Family</b>	<b>Residents Services</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Range / Scale</b>	<b>PO4</b>
<b>Purpose</b>  To manage a team of officers providing a high-quality support service to residents of temporary accommodation, those placed in the private rented sector by the council and those facing threat of homelessness as a result of benefit issues. To ensure that officers deliver targeted support at a range of levels to support customers in achieving positive outcomes including maximising their income and maintaining or creating support networks.	
<b>Generic Accountabilities</b>	<b>End Result/Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required.  Changes to priorities are accommodated.  Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.  Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures.  Customer / stakeholder views are available to inform recommendations.  Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure.  Information is managed efficiently and accurately.  Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use.  Issues are clearly summarised, progress and implications are reported.  The council's position is clearly stated.

Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p>

promote good practice relevant to the role.	Positive feedback is received from stakeholders.  Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered.  Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities.  Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<b>Job Specific Accountabilities:</b>	<b><i>Desired Results/Outcomes</i></b>
To manage a team of officers providing holistic specialist support and advice services to temporary accommodation residents, those placed in the private rented sector by the Council, including private tenants under threat of homelessness as a result of benefit issues.	Holistic service provided to a range of residents.
To ensure customers have support plans, receive a high—quality support service tailored to their individual needs and based on home visits, full support planning for high support cases, and support at a range of other levels according to each customer's circumstances and characteristics	Best use of resources
To develop options for supporting landlords and tenants in the private sector with welfare benefit related issues to prevent homelessness.	Homelessness prevented.
To lead on the development of effective support and resettlement packages for customers provided with	Reduced risk of legal challenges and tenancy failure

accommodation by the Housing Solutions Service inside / outside Waltham Forest.	
To work closely with other Council departments, external partners and agencies to ensure that there is a full range of options to meet the housing needs of vulnerable customers such as supported housing by presenting cases to the Complex Care Panel / other relevant panels working in conjunction with Adults Social Care.	Rent collection maximised Customer supported in becoming more independent and resilient
To manage a specialist Temporary Accommodation Resettlement Officer providing advice to customers in temporary accommodation, amending cases where circumstances have changed, promoting housing options, etc.	Smooth business process for dealing with changes in the circumstances of temporary accommodation residents
To develop a robust and flexible referral and assessment process is in place to identify families requiring support while in temporary accommodation, put appropriate support interventions in place, and ensure support is withdrawn when no longer needed by a particular household	Best use of resources
To lead on involving service users in the development and delivery of the Temporary Accommodation Resident Support service, ensuring their views as service users are considered when making changes to the service and encouraging their participation in meetings, service user forums, etc.	Development of service on 'co-production' principles
<b>Nature of Contacts</b>  Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.  Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.	

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

### ***Procedural Context***

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.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Ability to travel throughout the borough on work related business.

### ***Key Facts and Figures***

Reports to; Head of Temporary Accommodation Contracts, Reviews & Quality Assurance

Responsible for; Temporary Accommodation Resident Support Officers x 4, SO2

### ***Resourcing***

Budget Responsibilities:

None

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<b>Knowledge, Skills and Experience</b>
<p>Experience of leading and motivating a team of officers to achieve defined outcomes and targets in a pressured environment.</p> <p>Experience of monitoring performance and taking action to improve performance</p> <p>Ability to communicate effectively to a broad range of stakeholders</p> <p>Experience of drafting and writing complex correspondence and reports</p> <p>High level of IT skills working with a data base and software applications to produce letters and reports effectively, and to extrapolate, present and analyse key data to drive service improvements</p> <p>Detailed knowledge of support needs assessments, risk assessments and the main elements of supporting vulnerable people and safeguarding vulnerable adults.</p> <p>Understanding of the work of adult social care and the supported housing sector.</p> <p>Detailed knowledge of welfare benefits, available grants, local and national charities, and other potential sources of financial support for customers</p> <p>Working knowledge of homelessness legislation, guidance and caselaw, and knowledge of the broader housing environment</p> <p>Ability to work constructively with other services and agencies and to negotiate successful outcomes for the service and its customers</p>
<b>Indicative Qualifications</b>
<p>5 GCSE's or equivalent qualifications including Maths and English</p>

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 which 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