

TECHNICAL LEAD HOMELESSNESS/SERVICE DEV

Role Profile

Title	Technical Lead Homelessness/Service Dev	
Grade	GRADE H	
Reference:	N990	
Reports to:	Community Connections Strategic Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Professional	
Primary purpose of role	<p>Subject Matter Expert providing service wide expertise on development of partnership working and delivery of plans in relation to prevention of homelessness and associated complex needs / system-wide development.</p> <p>Supporting Community Connections service to fulfil statutory duties in accordance with legislation and policy updates.</p> <p>Co-ordination and delivery of related frameworks, data and outcomes information to support service development.</p> <p>Collective responsibility for providing a range of structured training to support workforce development and service improvement.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Datasets / data collection in place to inform development (10%) ▪ Service improvement / development through promoting good practice, identifying lessons learned, changes to legislation, providing briefings coaching, mentoring and supporting workforce development (15%) ▪ Project delivery across Community Connections service to deliver critical priorities (50%) ▪ Development of Homelessness / Complex Needs services in the City in partnership with 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Statutory responsibilities and timeframes met ▪ Project delivery timescales met ▪ Service development plans with clear outcome measures identified to inform delivery

	commissioning, government, partners and other stakeholders (25%)	
Key activities	<ul style="list-style-type: none"> ▪ Support delivery of service improvement through use of data and broader identified measures informing development for the Community Connections Service including where appropriate leading on key pieces of work in the delivery plan and funding bids (45%) ▪ Development of key datasets and reporting /monitoring (10%) ▪ Support management team to deliver service improvement via monitoring and reviewing performance and supporting implementation of service change where necessary and deliver service improvement via training, coaching and mentoring of staff as necessary (15%) ▪ Prepare formal reports and decisions paperwork and present as required for Community Connections Management Team / DMT / CMT / Cabinet to provide expert advice on Housing and Homelessness agenda (15%) ▪ Work with commissioning to ensure capacity is developed across a wide range of services to meet needs (5%) ▪ Develop and effectively work with the voluntary and community sector, stakeholders and partners on schemes and initiatives to develop and implement systems to support delivery (5%) ▪ Liaise with Government departments, ensuring that all statutory data returns are quality assured, entered on to the correct systems and returned within the correct timeframes (5%) ▪ Carry out other duties appropriate to the grade of the post. 	
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree level educational achievement or equivalent or demonstrable extensive experience ▪ Extensive knowledge of Part VI and VII of the Housing Act 1996 as amended ▪ Good knowledge of landlord and tenant law, matrimonial law, welfare benefits and other relevant legislation. 	
Desirable qualifications/ knowledge		
Essential experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of homelessness legislation and its application ▪ Experience of workforce development and service improvement ▪ Experience of problem solving across multi-agency disciplines and excellent interagency liaison ▪ Experience of casework management and customer care 	

	<ul style="list-style-type: none"> ▪ Extensive experience of dealing with cases from selected field of expertise ▪ Demonstrable experience of interpreting and explaining complex data, legislation and guidance, and presenting to support clear, consistent decisions.
Desirable experience	<ul style="list-style-type: none"> ▪ Demonstrable experience of investigating homelessness applications ▪ Experience of delivering/ facilitating training ▪ Experience of working within a local authority or similar environment ▪ Experience of working in a political environment.
Essential skills	<ul style="list-style-type: none"> ▪ Excellent communication skills to communicate with a wide range of people both orally and in writing ▪ Highly developed analytical skills ▪ Highly developed forward planning skills to devise strategies and plans to support the strategic direction of the organisation over months and years ▪ Ability to look critically at existing practice, evaluate options and recommend improvement ▪ Ability to understand and interpret legislation ▪ Possess the ability to carry out lone working with minimal supervision.
Corporate standards	
<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	