

Post Specification

Post Specification - Key Information

- **Post Title: Homelessness Service Team Leader**
- **Date: September 2025**
- **Post Group Number: 8371**
- **Job Family: People care and development**
- **Job Family Role Profile: PCD13**
- **Final Grade: 14**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available free of charge. The statutory duty for homelessness for Westmorland and Furness Council sits within the Thriving Communities Directorate, specifically the Housing division.

The Homelessness Service Team Leaders work with colleagues in our Homelessness Service and with key partners to oversee the day to day delivery of operations to provide support to individuals at risk of or experiencing homelessness.

The post has line management responsibility and supports the alignment and development of the homelessness service.

The post is technical in specialist areas of homelessness, providing robust advice, ensuring compliance with legislation, and robust case management and support.

Purpose of this Post

To manage a team responsible for the delivery of the Council's statutory duties and powers in accordance with Homelessness Legislation, coordinating day to day activities, providing advice and guidance to team members.

Key Job Specific Accountabilities

- To provide a specialist service for the provision of homelessness advice and support including temporary accommodation and support for rough sleepers through the direct line management of Homelessness Service Officers including the allocation of tasks and the review of actions undertaken to ensure agreed standards are met.
- To manage, motivate and support the development of staff within the Team in order to secure efficient performance of duties, including the recruitment of staff, undertaking performance appraisals and development reviews agreeing long term personal objectives (in line with the Council procedures and timescales), identifying training needs, delivering training and ensuring the continuous professional development of staff and the development of the Homelessness Service.

- To provide supervision, mentoring and support to team members, and technical advice to other colleagues including:
 - relevant legislation relating to the Homelessness Service
 - the appropriate allocation of resources e.g. payment of rent in advance, rent deposits and client arrears to facilitate access to accommodation
 - the supervision of Officers to ensure the secure storage of sensitive information and adherence to information sharing agreements
- To carry out regular case management internal reviews to ensure staff are working in compliance with the Homeless Reduction Act and Council policies and procedures, taking relevant action where required in collaboration with The Operational Lead – Homelessness.
- To coordinate all activities targeted at the reduction of temporary accommodation expenditure through early intervention, prevention and relief of homelessness. This includes ensuring temporary accommodation stock is maintained, equipped and managed appropriately and provides a secure environment for homeless households.
- To provide information to support the submission of statutory returns, appropriate responses to Freedom of Information Requests, MP enquiries and complaints.
- To carry out Section 184 Reviews as required in collaboration with the Operational Lead - Homelessness.
- To coordinate work with the Operational Lead – Homelessness, in the relevant local areas to ensure that service delivery is consistent throughout Westmorland and Furness.
- To manage own case load as directed by the Operational Lead – Homelessness.
- To effectively monitor and interrogate performance data, implementing quality standards and policies and taking appropriate action to identify and implement initiative to improve service delivery in conjunction with the Operational Lead – Homelessness. This will include persuading team members and other colleagues in other service areas to adopt new working practices based on case law and industry 'Best Practice' guidance.
- To issue work and instructions to contractors and other suppliers and organise coordination of activities with own team including collection of appropriate inventory information and updating of records.
- To represent the Homelessness Service at various operational meetings as directed by the Operational Lead – Homelessness, including but not limited to: MARAC; MATAC; MAPPA, DASSA presenting reports where required.
- To represent the Council's and Directorate's best interests at all times by ensuring effective communications within the Council, with external organisations and the general public.
- To take part in effective liaison with internal and external stakeholders as part of the delivery of programmes and/or the relevant service.
- To keep abreast of developments in Homelessness legislation and practice in particular matters as applicable to the Homelessness Code of Guidance updating colleagues accordingly.
- To undertake other duties and responsibilities appropriate to the role as identified by the post holders line manager.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:**
 - *Operational authorisation of homelessness prevention funding and grants as directed by the Operational Lead –Homelessness Service.*
- **Staff Management Responsibilities:**
 - *The post has direct staff Management responsibilities.*
- **Other:**
 - *Management of information relating to area of service.*

Essential Criteria

Qualifications:

- Minimum 5 GCSE's, including Maths and English or equivalent.
- A relevant professional qualification or be able to demonstrate significant equivalent relevant and demonstrable experience.

Knowledge:

- In depth knowledge and understanding of homelessness legislation and all relevant national quality standards.
- An understanding of tenant/landlord responsibilities including illegal evictions.
- Knowledge of the Welfare Benefit System.
- Understanding of homelessness Case Law.
- Understanding of the Equality Act 2010.
- Understanding of the General Data Protection Regulation.

Experience:

- Experience of working with people including vulnerable clients & those with complex needs.
- Experience and knowledge of safeguarding vulnerable adults and children.
- Experience of building effective partnerships and multi-agency working.
- Experience of working in a Local Authority or working in partnership with a Local Authority and other statutory services.

Expertise:

- Demonstrable leadership skills.
- Excellent written and verbal communication skills.
- Able to demonstrate effective problem-solving skills, work under pressure and prioritise unforeseen and urgent demands potentially involving conflict.
- Be approachable /non-judgemental and have an ability to show empathy.
- Ability to make decisions and take responsibility for actions.
- Excellent IT skills including the use of Microsoft Office.
- Be able to work outside of normal office hours, when required.

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is *(remove others not required):*
 - DBS Enhanced – Adults

Job Working Circumstances

Emotional Demands:

- The role can be challenging with conflicting priorities of clients and pressures arising from reducing resources.
- Post holder would have responsibility for dealing with regular and intense emotional demands as their actions may cause genuine distress to the client group and it may be in conflict with their wishes and expectations of the service.
- Will involve working on multiple priorities at the same time.

Physical Demands:

- The role involves significant office presence and face to face contact with clients and partner organisations

Working Conditions:

- *Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group.*
- *Ability to manage challenging/adverse behaviour from client group on a regular basis.*
- *Participate in the out of hour's rota.*
- *Ability to Lone Work.*

Other Factors:

- Requires the ability to travel around designated area to undertake duties to meet the needs of some client groups' i.e. home visits/hospital assessments.
- May be required to travel around the County to various anchor buildings and other places of work.