



Job Description and Person Specification

Post Title	Single Homeless Projects Team Leader (Tunbridge Wells and Tonbridge and Malling BC)
Service:	Housing Services, Tunbridge Wells Borough Council
Responsible To:	Housing Services Manager, Tunbridge Wells Borough Council

Job Summary To manage, direct and co-ordinate Tunbridge Wells (TW) and Tonbridge and Malling (T&M) borough councils' operational and strategic response to in both areas to reduce/end rough sleeping and services targeted towards single homelessness and preventing rough sleeping, in conjunction with key homelessness partners from the statutory and voluntary sectors.

To directly line manage TW's Single Homeless Pathway Workers and ensure clients within the Rough Sleeper Pathway are supported and progressed through the differing stages of the pathway dependent on their individual needs.

To provide analysis and monitor the delivery of these initiatives, including completing of government data returns. To put in place learning and good practice from national rough sleeper strategies and other successful projects around ending rough sleeping.

To work effectively with the Housing teams at both councils. To be the key person overseeing the work and keeping momentum going to end rough sleeping in the Tunbridge Wells and Tonbridge and Malling areas.

Main Responsibilities

1. To be responsible for the Rough Sleeper Initiatives operating in both TW and T&M council areas and effectively direct and co-ordinate the various projects/activities, ensuring that use of the initiatives are maximised for the benefit of verified rough sleepers and/or those at imminent risk of rough sleeping; ensuring that the services delivered are high-quality and meet the needs of rough sleepers / are able to prevent rough sleeping.
2. To carry out line management responsibilities including one-to-ones, appraisals and performance monitoring, and any formal procedures in line with Council policies, to the Single Homeless Pathway Workers.

3. To ensure clients being supported through the Rough Sleeper pathway, by ensuring that the accommodation needs and supported needs of clients are fully assessed and clients are accommodated in accommodation most suited to their needs.
4. Be the main point of contact for statutory and voluntary homelessness partners and develop strong working relationships with them, including homelessness organisations, housing providers, Health, Social Care and Alcohol and Drug Treatment providers. Working in collaboration with these partners to provide a coordinated response to prevent and reduce rough sleeping and street-based activity; to find viable and appropriate solutions to secure settled accommodation for rough sleepers and the necessary support to maintain it.
5. To contract manage any new projects and initiatives targeted towards preventing single homelessness and rough sleeping, such as TW's partnership with Beam.
6. Organise and where appropriate chair both councils' Rough Sleeper Meetings to ensure that each individual has a bespoke action plan in place which will resolve their situation as quickly as possible; collate and distribute notes to meeting attendees, and ensure actions are followed up.
7. To organise, co-ordinate and lead on the annual rough sleeper count/estimate for both council's and recommending the method for conducting the count/estimate based on local rough sleeper intelligence in line with Homelessness Link guidance and the verification meetings, ensuring compliance and accuracy.
8. To be responsible for overseeing Tunbridge Wells BC rough sleeper units at Crescent Road, ensuring adequate support is being provided by the onsite support provider, voids are minimised and clients are assessed as suitable for the project.
9. Lead on and/or contribute to writing bids for future Department for Levelling Up, Housing and Communities (DLUHC) Rough Sleeper Initiative funding and seek out any other relevant funding streams from a variety of organisations.
10. Provide regular updates to TWBC and TMBC on progress to end rough sleeping by collating and disseminating regular reports, progressing project plans, and working to agreed aims and objectives.
11. To be a Safeguarding champion at both councils, including delivering corporate safeguarding induction training for TW employees.
12. Produce update reports for senior management at the councils and Members as required.
13. Promote the positive work being done to end rough sleeping in both boroughs; prepare press releases regarding rough sleeper issues.
14. Create, monitor and maintain accurate records regarding rough sleepers in both council areas, complying with General Data Protection Regulation (GDPR), including records of statistical trends in homelessness and rough sleeping and analyse information to identify the reasons why people are coming onto the streets, gaps in homelessness prevention provision, demographics and successful outcomes
15. Complete statistical returns to DLUHC, including the Delta returns in an accurate and timely manner.

16. Work closely with Outreach services to ensure there is a rapid response to reports of rough sleeping and street-based activity in both areas; participate in outreach visits to rough sleepers and provide advice as needed alongside the Rough Sleeper Outreach Workers and Navigators for both areas.
17. Assist the councils to organise their Severe Weather Emergency Procedure for rough sleepers as appropriate
18. Keep up to date with good practice around ending rough sleeping and share this with the councils' housing managers; link in with other Rough Sleeper Co-ordinators across Kent to share local information on trends and good practice
19. Deal with queries from members of the public about rough sleeper related issues, including furniture donation
20. Represent the Council at any internal or external meetings relevant to the Housing Teams.
21. Be aware of and exercise personal responsibilities under the Health and Safety at Work Act and other related matters.
22. Participate in setting up and running a Welfare Centre and other duties associated with the Council's Emergency Plan, when one is triggered.
23. To have an excellent understanding of safeguarding obligations to children and vulnerable adults at risk and the Council's safeguarding Policy.
24. Undertake such other duties as may be requested by the Housing Services Manager at TWBC or the Housing Options Manager at TMBC.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change; any changes will be made in consultation with the postholder.

POST TITLE: Single Homelessness Projects Team Leader (Tunbridge Wells and Tonbridge and Malling Borough Councils)

SERVICE: Housing Services, Tunbridge Wells Borough Council

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<p>EXPERIENCE</p>	<p>Experience of working in a front-line position providing homelessness assistance and/or outreach support to rough sleepers.</p> <p>Experience of line managing, supervising and/or coaching frontline staff working with vulnerable clients.</p> <p>Working independently and self-sufficiently in a high profile, complex and time pressured environment.</p> <p>Experience with contract management and/or managing and coordinating projects.</p>	<p>Working with private landlords and letting agents to secure accommodation for people in housing need</p> <p>Chairing and speaking at multi-agency meetings</p> <p>Experience with being an operational or strategic Safeguarding lead.</p>	<p>Application form and interview</p>
<p>QUALIFICATIONS /TRAINING</p>	<p>Educated to A Level (or equivalent) at grades A to C, or equivalent grading</p> <p>OR</p> <p>Demonstrable experience of working within housing options, homelessness, or rough sleeper services</p>	<p>Hold or studying for a professional qualification in Housing</p> <p>Hold or studying for a professional qualification in Management or Leadership</p>	<p>Application form and interview</p>

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
KNOWLEDGE	<p>Good understanding of Housing legislation, especially Part 7 of the Housing Act 1996 and Homelessness Reduction Act 2017.</p> <p>Excellent, up to date and detailed knowledge of the current issues in single homelessness and rough sleeping</p> <p>Knowledge of good practice models to end rough sleeping and the Government's Rough Sleeper Strategy</p> <p>Excellent understanding of safeguarding obligations to children and vulnerable adults at risk.</p> <p>An understanding of the complexities of the effective management of partnerships and projects</p>		Application form, interview and test
PRACTICAL & INTELLECTUAL SKILLS	<p>Excellent influencing, negotiation, mediation and relationship building skills - for example, when working with homelessness partners to ensure effective delivery of rough sleeper initiatives, or when speaking to private landlords to secure accommodation for a rough sleeper</p> <p>Excellent communication skills including ability to regularly update the councils and our homelessness partners on progress:</p> <ul style="list-style-type: none"> • Verbal – includes being able to effectively speak with a wide range of people, often delivering difficult messages, eg to 		Application form, interview and test

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>clearly explain what the councils can and can't provide in terms of housing. To provide advice in accurate spoken English</p> <ul style="list-style-type: none"> • Written – includes ability to write clear, accurate reports for Members or senior management at the councils, or concise, informative press releases <p>Excellent administrative and information technology skills, including word, excel and powerpoint</p>		
DISPOSITION/ ATTITUDE	<p>You can build excellent relationships and working partnerships across two Council areas</p> <p>You are able to successfully work as part of a team and develop effective and supportive relationships with colleagues and with people from other organisations who work with the Council</p> <p>You can use your initiative, prioritise your own workload and plan ahead effectively</p> <p>You are organised and can work calmly and accurately under pressure You are proactive, tenacious and determined to keep going despite setbacks</p> <p>You have a flexible approach to your duties and willing to consider new ideas/ways of working</p> <p>You will have be skilled in problem solving</p>		Interview and test

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
SPECIAL REQUIREMENTS	<p>Full valid driving licence and access to a car to fulfil the duties as set out in the job description</p> <p>Ability to work outside normal office hours, including participating in rough sleeper assertive outreach.</p> <p>To assist in the operation of Council's Emergency Plan, including working at rest centres outside of the normal working day</p>		<p>Application form and interview</p>