

## Job Description

<b>Management Group:</b>	<b>Place</b>
<b>Department/Section:</b>	<b>Housing Services</b>
<b>Job Title:</b>	<b>Triage &amp; Prevention Team Leader</b>
<b>Reports to:</b>	<b>Triage &amp; Prevention Manager</b>
<b>Grade:</b>	<b>Bexley 14</b>

### Purpose of the Job

You will inspire, motivate, manage and ensure the professional day to day leadership and management of the effective delivery of the Council's: -

- Triage and Prevention Service

You will lead and manage a team that will determine the available options and pathways for resolving threats of homelessness whilst working with them proactively to pursue their options.

You will lead, supervise, and support your team to empower applicants to resolve their own homelessness and possibly future homelessness by providing a comprehensive suite of advice, assistance, and support.

You will develop your team to work flexibly with households as we recognise that no two circumstances are the same and the resolution pathway will constantly adapt to each case.

You will be able to demonstrate comprehensive knowledge and understanding of homelessness legislation and case law coupled with hands-on experience of preventing homelessness and making statutory decisions.

You will have thorough understanding of prevention options, extensive experience of preventing homelessness successfully with excellent negotiation skills. You will be experienced in people management and leading a high performing team.

A people focussed person, you will be passionate about customer service and take pride in delivering an excellent service. You will be highly motivated, ambitious, able to motivate your team and ready for a new challenge.

You will be passionate about delivering a professional customer centred high quality housing service that consistently impresses our customers whilst enhancing our reputation.

You will be an energetic and an excellent communicator who works as part of a team that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

You will apply huge personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

You will ensure appropriate performance management is in place to achieve all key indicators including high levels of customer satisfaction.

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You will contribute to develop and review policies and procedures in line with the policy framework to ensure that they meet legal requirements and best practice.

You will contribute to preparing and implementing the housing strategy, homelessness strategy, rough sleepers' strategy, allocations policy as it relates to housing need, and to undertake projects related to the development of the service area.

You will contribute to identify and develop accommodation solutions to address housing need.

### **Principle Accountabilities & Responsibilities**

You will lead and manage a team of 7 Triage and Prevention Officers, 1 Triage and Prevention Officer DA, jointly manage, 1 High risk DA Officer with Solace, 2 Triage and Prevention Officers with Social Services. 1 Sustainable Support Officer.

To deliver a high performing outcome focused service and coordinate the day to day service of providing housing options and preventing homelessness.

You will lead a team to interview, advice, and deal with applications from potentially homeless clients both at the office and by home visiting to ascertain why they are threatened with homelessness and discuss all the options available to them. This will include immediate intervention to prevent crisis homelessness.

You and your team will follow up initial interviews undertaking further enquiries, writing reports, compiling statistics. Deal with the welfare aspects of homeless cases, referring applicants to other agencies on the client's behalf where necessary and attend case conferences and ad hoc meetings as required.

You and your team will develop partnership working and liaise with and maintain and develop effective working links with other departments in the Council and external agencies to develop schemes and initiatives to prevent homelessness. This will include agencies such as children, schools and families, mortgage lenders, solicitors and landlords.

You and your team will deal with referrals of clients from other service providers, both statutory and non-statutory, including public authorities with a statutory duty to refer people who are homeless or threatened with homelessness and where necessary supplement the information provided within a referral with our own investigations.

You will ensure that potentially homeless clients are given advice and assistance from your team to claim housing and other welfare benefits available to them with the aim of preventing or delaying homelessness, including the use of discretionary hardship payments (DHP).

You and your team will identify any care and support needs that cannot be met by the housing authority; or which require health or social care services to be provided alongside help to secure accommodation.

You and your team will deal with written and verbal homelessness enquiries from Members' responses to solicitors, the public and other bodies relating to homelessness and temporary accommodation and other statutory agencies as necessary.

You will have an in-depth knowledge and working experience of Part V11 Housing Act 1996, Homelessness Act 2002, HRA 2017, Code of Guidance guidelines and determine the Council's statutory duties.

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You will keep abreast of homelessness and other relevant legislation and case law by reading updated legislation, case law and attending training courses to be familiar with the Code of Guidance and be aware of the latest initiatives for dealing with homelessness.

You will ensure your team maintain a high standard of accurate written records and reports in connection with the various duties undertaken, issue relevant decision letters as legally required and keep other records necessary to provide an adequate management information database.

You will prioritise your team's workload in order to meet specified performance targets.

You and your team will promote the prevention service through outreach work in partnership with other agencies. You will work closely with internal & external partners to identify appropriate accommodation solutions to housing need and preventing homelessness.

You and your team will maintain and manage a detailed, extremely sensitive case load in relation to sex offenders, drug abusers, victims of domestic violence, child abuse etc and always maintain confidentiality, liaise with Probation and Public Protection Unit regarding appropriate offers of accommodation.

You and your team will be responsible to monitor and manage caseload in line with the housing improvement plan and performance measures.

You will assist in the development of computerised records and management systems.

You and your team will give advice, assistance and clear information to homeless households and those in housing need to whom the Council has no legal obligation to provide emergency accommodation.

You will work proactively and collaboratively with the temporary accommodation and allocations team leader to develop and implement effective procedures and monitoring systems for ensuring that all temporary accommodation that is provided on an interim basis is withdrawn as soon as the Council has discharged its duty to provide the accommodation. You will continue to monitor your teams caseloads once applicants have been placed in TA and keep up to date accurate records of those households until the Councils housing duty is discharged ensuring that placements and allocations are aware of any changes to contact details, households circumstances etc .

You will ensure your team meet key performance indicators in respect of reducing numbers of households in temporary accommodation through robust and pro-active homeless prevention work.

You will be responsible for the security and safe keeping of information data bases, and use to laptop for out of hours home working.

You will ensure service level agreements both internally and externally are adhered to, liaising with partners to better manage transitions between services where there is a high risk of homelessness.

You will attend and coordinate where necessary multi agency case conferencing and meetings with relevant partners to prevent homelessness and manage risk.

You will contribute to developing new homelessness initiatives and develop procedures and processes to monitor outcomes and budget implications.

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You will be responsible when required for representing the Council and team as liaison officer with external/internal agencies/departments to develop and maintain effective protocols, service level agreements and ensure they are maintained.

You will assist the Triage and Prevention Manager with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.  
You will undertake the duty rota when requested.

You will contribute to the implement of a programme of corporate change aimed at taking a more pro-active and preventative approach to housing need.

You will contribute to and adhere to LBBs financial regulations, standing orders, policies and procedures

### **Budget Management**

Responsible for the management of your team's casework recording, to meet Homelessness legislation (Housing Act 1996, Homelessness Reduction Act 2017), whilst ensuring H-CLIC compliance, and to meet Key Performance Indicators, and quality assurance standards.

Participate in the annual review and formulation of the business and work plans. Responsible for authorising payments from the homelessness Prevention fund to prevent or relieve homelessness.

### **Strategy**

Ensuring the KPIs and objectives for Triage and Prevention Officers, Options team and the Housing Service are achieved.

Responsible for the day-to-day provision of the Council's statutory duties in relation to Housing and Homelessness.

Authorisation, accountability and monitoring of housing and homelessness prevention grants to ensure these are used within grant funding agreements and financial regulations and council financial regulations.

Working supportively and flexibly within a performance driven, management team and being responsible for the development of yourself as an individual, other colleagues, the service, in line with the Council's leadership values

Ensure management cover and sufficient staffing levels across the options teams to cover the council opening hours and to provide flexibility to respond to emergency situations including those outside of standard hours.

Be responsible for ensuring that the Housing Options Team looks to the future and that all Housing Strategy and Policy is reviewed to keep it current and relevant to support the delivery of good quality services to our residents.

Keep up to date with local and national policies affected by legislation regarding welfare reforms and housing as well as changes in state benefits, landlord and tenant law and other relevant legislation and guidance relating to the service area, you will feed any changes in legislation on to team members.

Responsible for the management of your team's casework recording, to meet Homelessness legislation (Housing Act 1996, Homelessness Reduction Act 2017), whilst ensuring H-CLIC compliance, and to meet Key Performance Indicators, and quality assurance standards.

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Promote the use of the private rented sector as a viable alternative to social rented housing, to encourage independence, prevent homelessness, provide sustainable housing solutions and reduce the Council's use of temporary accommodation.

### **Implementation**

Implements ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.  
Champions the use of new technologies and modern working practices to thrive and deliver improved processes and self-service solutions.

### **Organisational Control and Development**

Provide leadership and direction to staff within the Triage and Prevention Team.

Respond to complaints and representations in accordance with Bexley's policies and procedures and undertake any necessary investigations.

Lead liaises and network with other departments and external agencies to maintain and develop service provision, keeping abreast of changes in legislation and best practice.

Lead, develop, and maintain close working relationships with other Council services and a wide range of other stakeholders to facilitate the flow of information, encourage joint working and co-operation, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly co-ordinated, and the service user is kept fully informed of developments.

Maintain accurate written and electronic records/information regarding properties, landlords and staff including general contact information and any other relevant information associated with delivering a seamless procurement and letting service, keeping this information up to date always, and providing detailed reports as requested by management.

Deliver a streamlined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.

Ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

Promote a housing options and homeless prevention/relief and self-help approach to service delivery amongst customers and staff.

Act as the Council's expert advisor on all matters related to all aspects of housing needs and homelessness policies and strategies relating to private rented accommodation.

Be accountable for the Council's housing function in relation to the Housing Act and Homelessness reduction Act , ensuring Bexley plays a leading role in developing and influencing sub-regional, regional and national housing policy

Contribute to the overall management of the Housing Services and the modern delivery and improved performance of its services

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Develop and be accountable for a clear performance management framework that encourages continued performance improvement and manage these systems to achieve high performance in all services

Deputise for the Head of Service, Assessment and Reviews Manager, Triage and Prevention other team managers within the Housing Department as required.

### **Staff Management and Development**

Ensure the contracted hours of all staff members are adhered to, managing leave and sickness in line with organisational guidelines. Implementing and delivering effective monthly supervision with each team member, monitoring performance, and supporting welfare.

Hold regular team meetings and communicate any new legislation and relevant information to the team, setting new objectives and ensuring all process' are strictly adhered to.

Develop a culture within the Housing Options Team, which is positive, forward-looking responsive to change, performance-driven and customer-focused and in which staff are valued and encouraged to innovate

Demonstrate commitment to equality of opportunity and access to all sections of the community in both service provision and employment and ensure that policies valuing diversity are actively promoted, implemented and developed

Lead on embedding issues relating to equity, equality diversity and inclusion into all aspects of professional and managerial role, including service delivery

Nurture others to lead, coach and manage and provide the freedom and support to improve the performance of the re-settlement team by challenging the status quo and providing enough scope for staff to experiment with new or innovative solution

Lead and develop to build a strong and capable team, confidently setting the direction and clearly articulating the measures of success.

Ensure team members are able to communicate expert advice to landlords on all aspects of letting including but not limited to universal credit, overall benefit caps, welfare reforms, property standards, various letting schemes that Bexley Council operates and general tenancy management, encouraging good practice.

### **Personal Effectiveness**

Represent the Council within and outside Bexley, creating opportunities to enhance the team's image, partnerships, and services

Builds strong working partnerships across the private sectors to enable the service to be delivered in an outcome-focused and efficient way

Develop strong working relationships with elected members, providing expert and specialist advice and support on areas within the scope of your responsibilities and help formulate Council objectives and policies in these areas

Listens to and work with colleagues to develop a compelling vision for the service in line with the Housing Services vision and influences and motivates others to achieve this.

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Facilities change and innovation building a working culture that encourages smart, innovative, and collaborative culture.

Manage the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement

Model the Council's values and standards in carrying out this job.

Inspire a sense of purpose and direction to achieve the successful delivery of outcomes for the Bexley community

Track record of leading a team, functions, services and programmes of comparable scope, size and complexity

Ability to demonstrate successful leadership experience and positive outcomes at a team leader level within an organisation of similar complexity

Proven ability in brokering and leading complex partnerships

Proven ability to deliver transformational change and achieve improved outcomes through private sector partnerships

Demonstrate a strong commitment to service excellence, customer care and continuous improvement

## Person Specification

**Management Group:** Place  
**Department/Section:** Housing  
**Job Title:** Triage & Prevention Team Leader

	Essential	Desirable
<b>Qualifications</b>	<p>High level of educational attainment</p> <p>Evidence of continued personal development</p>	Educated to degree level
	<p>Working and up to date knowledge of relevant legislation and case law relating to this portfolio to include Housing Act 1996, Part V1 and V11, Homelessness Act 2002, HRA 2017, Children's and Adults Social Care Acts, Immigration legislation, case law and Code of Guidance</p>	Membership of a professional body (CIH) or other relevant body
<b>Knowledge</b>	<p>Comprehensive and up to date working knowledge and understanding of legislation, policy and practice relating to homelessness in England, including strong expertise in how various accommodation options are developed, funded and delivered.</p> <p>Working and up to date knowledge of statutory and regulatory requirements relating to the portfolio including landlord and tenant law, children and adults care act legislation and immigration.</p>	

	Excellent knowledge and understanding of local government, key partners and stakeholders, their roles and interests and the operational and political context in which services are provided to people at risk of homelessness.	
	Knowledge of Domestic Abuse Act and DA strategy	
<b>Experience</b>	<p>An expert in the field of homelessness, with an understanding of the factors that contribute to individuals and families becoming homeless and a proven track record in developing and delivering services which effectively prevent homelessness and support vulnerable people.</p> <p>Proven experience of shaping services and delivering change in an environment of change.</p>	
	Experience of housing and of managing budgets, including the ability to undertake financial planning, financial analysis and budgetary control.	
	Proven experience of collaborative working and how to build and maintain effective partnerships.	
	Experience of working effectively with elected Members and in partnership	

	with other agencies including the voluntary sector and private landlords	
	Relevant experience of working in a local authority or social/private housing sector environment	
	Excellent time management skills and the ability to prioritise workloads and meet deadlines with the ability to prioritise conflicting demands	
	An ability to be part of a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service.	
<b>Aptitude &amp; Skills</b>	Ability to work effectively both individually and as a member in a fast pace environment.	
	Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level	
	Ability to analyse and interpret a range of financial, legislative,	

	statistical and complex information	
	Committed to producing sound evidence-based strategies within the team	
	Customer orientated in the delivery of the housing service.	
	Ability to communicate ideas and issues effectively to a number of stakeholders in a range of circumstances.	

**Expected Behaviours & Values**

Manage the performance of teams to reach high performance

Role model performance management, identify and develop talented people.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services. Encourage and support others to think differently, to question and to try new ways of doing things.

Lead from the front, ensuring visibility, communicating in a straightforward open way. Build a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals. Continually reinforce a culture of inclusive decision making and shared leadership Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate

**Equal Opportunities**

Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities

<b>Training</b>	Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

### High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
<b>Innovation</b>	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
<b>Leadership</b>	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
<b>Collaboration</b>	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	
<b>Listening and Responding</b>	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p> <p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>
<b>Open and Accessible</b>	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
<b>Impact</b>	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>

