Job Description

Management Group: PLACE

Department/Section: Housing Services

Job Title: Safe Accommodation Partnership Development Co-ordinator

Main Purpose of the job:

The postholder will act as lead contact for the Greater London Authority (GLA) and the Mayor's Officer of Policing and Crime (MOPAC) on matters relating to domestic abuse in London Borough of Bexley, including complying with any requests for information under the Domestic Abuse Act . The post holder will support the department in improving service delivery through monitoring and creating new comprehensive ways of ensuring survivors are supported through their journey to safety.

This is an influencing role, ensuring the needs of domestic abuse survivors are reflected in wider corporate strategies and plans.

Ensure that the Council is meeting the new requirements of the Domestic Abuse Act.

Motivate a multi-disciplinary team with diverse skills, working with partners, to deliver high-quality outputs on time and under pressure.

To work with a wide range of strategic partners to raise the profile of domestic abuse as a priority housing issue in London Borough of Bexley.

To develop accommodation offers for those fleeing DV, developing a sanctuary scheme and liaise with refuges.

Principle Accountabilities

The main duties of this role and responsibilities are as follows:

1. To manage a multi-disciplinary team, delivering services leading on providing safe accommodation for Domestic Abuse victims, setting priorities and strategic direction to ensure a range of high-quality services are delivered to meet the varying needs of the customer.

2. To contribute to the development and implementation of policy, strategy and practice to optimise service delivery across Housing Department and Ministry of Housing Communities, and Local Government, Mayor of London's Office working with management peers to support the delivery of wider priorities, including providing advice at Directorate Management level on areas of specialist knowledge when needed.

3. Ability to form excellent relationships with a range of partners, which can collaboratively problem solve and support strategic planning to ensure joint needs are met.

4. 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.

5. 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.

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

7. 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.

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

9. To drive continuous improvement of service delivery across the postholders area of responsibility and relevant services, through setting up, monitoring, analysis and evaluation of a range of activities, (including performance information, value for money, benchmarking, best practice, customer consultation & complaints, and quality assurance reviews) and implementing change through partnership working, the development of action plans and protocols, leading on working groups and managing performance process development.

10. To have strategic oversight of the range of support services available to individuals that are at risk of Domestic Abuse and be responsible for the completion of gap analysis evaluating the emerging needs of customers. Including developing, leading on and monitoring improvement action plans in response to local or national changes (for example legislation or local policy) reporting outcomes to Senior Leadership and members and considering innovative solutions or commissioning opportunities.

11. To oversee the development and implementation key strategies (for example Domestic Abuse strategy) and contribute to other relevant strategies, taking a lead on their implementation, committee approval, action plans, monitoring and reporting.

12. To have the ability to use research and evaluate service delivery to improve service delivery and outcomes for customers, including analysing complex qualitative and quantitative information comparing trends and statistical information from across a range of different services.

13. To consider innovative methods of working and approaches in developing services, identifying and developing good practice, innovative approaches and benchmarking opportunities across the service to support the development of the service.

14. Lead in communicating to staff, customers, partners to keep them updated on strategic and operations changes to service delivery within relevant services.

15. Oversee customer communications relevant to service area, ensuring that they are comprehensive in range, type, and subject matter, meeting the needs of a range of service users and kept up to date considering changes to working practice or need.

16. To have the ability to convey complex and potentially contentious information to a range of audiences including colleagues in other agencies and members of the public.

17. To lead on the development of communication campaigns across the service which promote services or raise awareness for vulnerable customers and those hardest to reach through traditional methods of communications.

18. To act as a consultant to colleagues across the Council including team leaders and managers, providing advice and guidance on complex cases or strategic themes.

19. To manage projects with a range of stakeholders to deliver new services in response to additional funding, changing needs of customers or emergency situations.

20. To lead on and chair multiagency meetings and panels that may focus on, operational case conferences for complex individuals that may require innovative solutions or commissioning recommendations, or multi-agency strategic meetings aiming to problem solve or plan service improvement.

21. The ability to take responsibility and have oversight of the commissioning of new services, including the development of detailed specifications, evaluation and evaluation questions. Contributing to the development of contracts and Terms and Conditions.

22. Ensure that all data collection and sharing methods maximise compliance with the Data Protection Act and other local information sharing protocols

23. Apply excellent interpersonal skills to effectively understand views and concerns of staff, customers, stakeholders and providers.

24. Ensure employee relation issues under the post-holder's management are dealt with in accordance with Council policies and procedures, including recruitment, grievance and disciplinary issues, health and safety and industrial relations.

25. To investigate and to respond to stage 1 and 2 complaints received in accordance with the Council's complaints procedure, monitoring trends and ensure lessons learnt are

implemented within the teams. To respond to MP and Councillor enquiries on relevant areas and collate and monitor FOI responses.

26. Prepare detailed sometimes complex reports making recommendations at a strategic level for senior management or Councillors and attend Lead Councillor Briefings or Committees as appropriate.

27. Any other duties commensurate with this post.

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 multidisciplinary 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 Domestic Abuse, 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

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

The postholder will report directly to the Triage and Prevention Service Manager

The postholder will manage Triage and Prevention Officer – Domestic Abuse (Grade 10) and Domestic Abuse Resettlement and Procurement Officer (Grade 12)

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.

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 conducting 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
Qualifications/Education/Training

1. Good standard of education and academic qualifications
2. Experience of project management or procurement training

Experience

1. Experience of working within a customer focussed environment
2. Experience of working in housing environment, specifically experience of working with Domestic Abuse services.
3. Experience of managing projects with a range of stakeholders.
4. Experience of performance management and /or quality assurance of service delivery or contract management.
5. Experience of analysing complex information to draw conclusions for change or service development.
6. Experience of customer engagement or communications.
7. Experience of strategic working, service development or operational management of services.
8. Experience of leading key policy and strategy changes to evolve a service to be better equipped to deal with emerging changes to funding and requirements of service users.
9. Experience of linking service delivery to team and service plans.
10. Experience of multi-agency or joint working.

Skills, Abilities & Competencies

1. Ability to lead a multi-disciplinary team, motivating and inspiring whilst setting clear standards for performance and quality, setting a performance driven culture.
2. Ability to lead on the development of, or make recommend changes and improvements to, policies, procedures, and strategy
3. Ability to write a range of documentation, including service specifications and reports for senior management and members explaining complex themes in a clear and persuasive way.
4. Ability to communicate complex and contentious information effectively through oral and written communication, reports and presentations to a wide range of audiences.
5. Excellent communications skills including a good level of influencing, negotiation, collaboration and partnering skills

6. Ability to understand, analyse and draw correct conclusions from complex numerical and statistical information and use statistical methods to interpret them, to support strategy and decision making.
7. Ability to meet targets and objectives under pressure and prioritise work to meet tight deadlines.
8. Ability to understand value for money frameworks and develop action plans to identify cost effective solutions to implement change
9. Must be solution focussed with the ability to make and take responsibility for difficult decisions, take initiatives and action.
10. Ability to use IT resources effectively with good IT skills for the purposes of statistical information and communications
11. Ability to manage resources, including budgets, within tight parameters.
12. Ability to work effectively within a team as well as on own initiative with minimum supervision.
13. Ability to engage with customers and providers in a positive way
14. Ability to plan in advance, organise, schedule and monitor plans.
15. Knowledge of research and consultation methods and how to apply them.
16. Commitment to the Council's aims and values.

Specific Working Requirements

1. Ability to work flexibly and attend occasional out of hours, and evening meetings
2. Able to travel within the borough to different housing projects and voluntary sector partner organisations
3. To work from home and adhere to departmental hot desk policy.

Person Specification

Management Group: PLACE

Department/Section: Housing

Job Title: Safe Accommodation Partnership Development Officer

	Essential	Desirable

Qualifications	High level of educational attainment Evidence of continued personal development	Educated to degree level
	Working and up to date knowledge of Domestic Abuse legislation and case law 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	Membership of a professional body in housing or other relevant body
Knowledge	Comprehensive and up to date working knowledge and understanding of legislation, policy and practice relating to Domestic Abuse Act and homelessness in England, including strong expertise in how various accommodation options are developed, funded and delivered. 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. 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 Safe Accommodation strategy	
Experience	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. Proven experience of shaping services and delivering change in an environment of change.	
	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 priories 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.	
Aptitude & Skills	Ability to work effectively both individually and as a member n a fast-paced 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 with 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
Training	Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers

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

	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	**I network internally and externally**
Listening and Responding	**I acknowledge other people's viewpoints and work with them to find a win-win solution** **I prepare and present information anticipating questions and problems** **I adapt my style to the audience and their needs, using the most appropriate communication channels**	**I seek regular service user feedback and review customer data to shape service improvements** **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** **I empower staff to make decisions and changes to improve value for money, customer service and productivity**
Open and Accessible	**I see issues from the customer / user perspective** **I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs** **I seek to build and maintain positive relationships with customers and partners**	**I am accessible to my service users, customers, staff and Members** **I communicate and share a clear vision for the bigger picture as well as specific service areas** **I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations**
Impact	**I prioritise my activities and resources to focus on those which have the most impact for residents**	**I design services that provide value for money and deliver our outcomes, informed by evidence**

	I take responsibility for making things happen and achieving my objectives **I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence**	**I produce, prioritise and adapt plans to meet changing requirements** **I set interim goals to achieve notable wins on the way to larger objectives** **I deal with poor performance**