



## **Post Title: Prevention & Assessment Manager**

**Grade: J**

### **Job Purpose**

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services.

To ensure the delivery homelessness and housing support needs assessments and the discharge of the City's homelessness assessment duties under the Housing Act 1996, Part 7 (as amended).

To be responsible for ensuring that a high quality housing advice service is provided to Nottingham citizens

To lead on the development, implementation and operational delivery of homelessness prevention interventions.

### **Service Leadership Expectations**

As a service leader you will be expected to demonstrate our core behaviours, built around four central themes:

- **Leading People:** by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
- **Equality Diversity & Inclusion:** by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
- **Change & Innovation:** by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
- **Collaboration:** by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

### **Specific Duties**

1. To be the lead manager for homelessness prevention and housing advice services by developing, implementing and reviewing initiatives that provide housing solutions for citizens using the Housing Solutions service.
2. To manage the Prevention & Assessment Team, and to be responsible for the discharge of the City's homelessness assessment duties under the Housing Act 1996, Part 7 (as amended). Provide expert advice to the Prevention & Assessment Team and Officers dealing with homelessness assessments and legal challenge.



3. To maintain up to date knowledge of new legislation, policy and practice ensuring that staff and key stakeholders are kept up to date. Provide expert advice to colleagues, internal and external partners.
4. To direct and develop the Prevention & Assessment Team to deliver improved outcomes for individuals in relation to the main causes of homelessness and provide advice to address any ongoing support needs. These will include:
  - Promote and maximise prevention through the use of discretionary welfare or housing payments through liaison with Housing Benefit Teams and the DWP
  - Promote the use of commissioned preventative services including Independent Living Support services
  - Maintain and review *Sanctuary* options for those experiencing or at risk of domestic abuse, maximising its use as a viable housing solution where appropriate
  - Build partnerships with agencies to develop prevention services that compliment services delivered by Housing Solutions and that deliver best value
  - Maximise all opportunities for early intervention and preventative services
  - Promote the use of services to support citizens to develop financial resilience, including the promotion of employment support services
  - Innovate and take opportunities to maximise homelessness prevention options, ensuring that colleagues and citizens have access to relevant information and support
5. Support the Homelessness Gateway to assist citizens to attain positive, individually based outcomes and to address any ongoing support needs appropriately. These include ensuring that colleagues:
  - Operate a comprehensive, customer focussed needs assessment process
  - Work collaboratively with internal and external partners
  - Develop and implement referral options for those at risk of homelessness and to maximise homelessness prevention
6. To support the delivery of the Council's Rough Sleeping Strategy at an operational level, including providing management and oversight of embedded posts and specialist navigators working across health and prison services.
7. To provide full and detailed advice and information to the Head of Housing Solutions in relation to homelessness prevention, performance targets & Indicators, comparisons with other local authorities and information for Government Offices and other relevant bodies
8. Develop and maintain referral routes into advice, support, home visiting and advocacy services with the aim of maximising the prevention or relief of homelessness
9. To manage all reporting colleagues cohesively to ensure they are high performing and meet the objectives set out in the corporate and operational plans.
  - Promoting and delivering a performance culture in the service area,
  - Holding regular one to one meetings and appraisals with team members, setting clear targets and maximising development opportunities
  - Focusing on the implementation of customer care initiatives
  - Encouraging customer feedback as a tool to develop the service and relevant procedure guides



- Ensuring that a high quality responsive service is provided that seeks to prevent homelessness in the first instance wherever possible.
  - Ensuring that where a full homelessness assessment is undertaken, appropriate referrals are made for Private Sector, temporary and permanent accommodation
  - Deliver regular team meetings to address legal developments, technical decisions, casework and operational issues (including Health & Safety matters), providing sound and up to date information and recommendations for changes in practice
10. To support operational colleagues to manage performance and achieve improved outcomes for service users by providing advice and assistance in relation to homelessness prevention, accessing ongoing support for vulnerable customers and leading on relevant development projects
  11. To establish and monitor appropriate targets and outcomes that are challenging, in order to achieve reductions in; the number of households to whom a full rehousing duty is accepted, those requiring temporary or permanent accommodation and incidents of repeat homelessness. Ensure that there are appropriate targets set and achieved in relation to those people from disadvantaged groups.
  12. Develop strong partnerships with Housing, Health, Mental Health, Care, Support and Voluntary Sector organisations in order to access services for Housing Solutions' customers and to maximise homelessness prevention and tenancy sustainment
  13. Support the development of an annual plan that has high performance expectations, delivers positive outcomes for citizens and meets operational objectives set out in broader corporate plans.
  14. Co-ordinate the implementation of relevant strategic objectives including liaising with partners in respect to commissioning priorities. This will include developing and co-ordinating activities to ensure an increase in prevention outcomes achieved, a managed reduction in emergency temporary accommodation and that access to Independent Living Support is maximised for homeless households.
  15. To be a leading member of the management team, assisting in risk management processes, service planning, budget preparation and monitoring as well as supporting and developing the broader team
  16. Actively promote and embed Equality, Diversity and Inclusion through all actions and in accordance with the organisation's EDI Strategy and objectives.
  17. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
  18. To be on call out of hours, on a rota basis in order to respond to emergency homelessness decisions

**Numbers and grades of any staff supervised by the post holder (2):**

- 4 x Housing Casework Supervisors
- 1 x SMD Specialist Casework Supervisor

3 x Homelessness Review Officers  
25 x Housing Casework Officers  
2 x Early Intervention Casework Officers  
8 x Housing Casework Advisors  
1 x Prevention Development Officer  
3 x Specialist Rough Sleepers Navigator

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by** Debbie Richards

**Date** June 2023



**Person Specification: Prevention & Assessment Manager**

Area of responsibility	REQUIREMENT	MEASUREMENT		
		A	AC	D
<b>Vision, Strategy and Delivery</b>	<p>Experience as a service leader in a complex organisation, with experience of;</p> <ul style="list-style-type: none"> <li>- Delivering against outcomes and creating clear objectives</li> <li>- Creating a culture of continuous improvement</li> <li>- Commercially aware with strong analytical skills</li> <li>- Awareness of key issues in your market and for the city of Nottingham</li> </ul>	✓	✓	
<b>Leading People</b>	<p>Evidence of successfully leading teams, with experience of;</p> <ul style="list-style-type: none"> <li>- Motivating people and creating high performing services</li> <li>- Empowering others to take decisions</li> <li>- Successfully managing wellbeing and resilience</li> <li>- Ability to plan for the future, with effective workforce planning skills</li> </ul>	✓	✓	
<b>Change and Innovation</b>	<p>Able to lead service through change, with experience of</p> <ul style="list-style-type: none"> <li>- Evidence of leading change programmes, bringing others on the journey with you.</li> <li>- Identifying and delivering innovative service delivery models</li> <li>- Able to create a culture of continuous improvement</li> </ul>	✓	✓	
<b>Collaboration</b>	<p>A collaborative leader, with evidence of</p> <ul style="list-style-type: none"> <li>- successfully in partnership across different sectors and fostering / harnessing partnerships.</li> <li>- Able to develop a culture of collaboration.</li> <li>- Political acumen and able to develop productive relationships with senior figures within an organisation</li> </ul>	✓	✓	
<b>Equality, Diversity and Inclusion</b>	<p>A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:</p> <ul style="list-style-type: none"> <li>- Delivery of inclusive services, understanding the challenges faced and how they can be overcome.</li> <li>- Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.</li> </ul>	✓	✓	



	- Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
<b>Service Delivery</b>	Effectively manage a diverse workload under pressure and meeting specified targets and deadlines whilst demonstrating accuracy and prioritisation skills			
	Commitment to delivering a high quality customer focussed service			
<b>Technical Skills and Knowledge</b>	Comprehensive and up to date working knowledge of housing legislation in both the public and private sector.			
	Comprehensive and up to date working knowledge and understanding of homelessness legislation & homelessness prevention initiatives			
	Effective budget management through an understanding of the principles of financial management including preparation, monitoring and best value			
	Experience of delivering outcomes in line with project expectations and funding arrangements, enhancing service delivery			
	Experience of managing multi-functional teams			
<b>Managing Data &amp; IT</b>	An understanding of data protection, customer confidentiality and information sharing as it relates to this role			
	An ability to provide, collate and produce accurate work, for example, correspondence, reports and numerical information using computerised packages			
	Ability to monitor, review, devise, maintain and supervise administrative systems			
<b>Other Work Related Circumstances</b>	Ability to work outside of office hours and at various locations according to service need			
	Satisfactory DBS at an enhanced level			
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D - Documentary Evidence</b>		