**London Borough of Redbridge**

**Role Description and Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title:** | Rough Sleeping Lead | | |
|  | | | |
| **Directorate:** | Place | **Grade:** | 13 |
|  | | | |
| **Department:** | Housing | **Hours/weeks:** | 36 hours/52.14 weeks |
|  | | | |
| **Function:** | Housing Needs | **Post number:** | S000351 |
|  | | | |
| **Team:** | Rough Sleeping | **Base/location:** | Lynton House |
|  | | | |
| **Reports to:** | Head of Housing Needs | | |
|  | | | |
| **Responsible for:** | The line management of staff within the rough sleeping team and be the strategic lead on preventing rough sleeping and working within Housing, Corporately and with external agencies and partners to achieve this. To lead, coordinate and coproduce multiagency and pan London/ sub-regional initiatives and plans and chair meetings with partners and staff. To lead on policy, strategy, data collection, statistical returns, and project management to enable successful bids and secure funding. To regularly review and manage budgets and commissioned services and the contractor relationship and delivery. | | |
|  | | | |
| **Role and Context** | | | |
| **Overall, Role Purpose:** | To lead on the provision of expert advice and guidance on rough sleeping issues within the borough and across London and nationally. To represent the authority in terms of rough sleeping policy and strategy, providing input, feedback, and an assessing their impact on the authority. To provide leadership, direction, and supervision for the day-to-day work of direct reports, including regular supervisions and annual appraisals. To ensure the achievement of high standards and targets in all aspects of assessment work through objective-setting and planning and monitoring of staff development.  To take a lead role in the development of the Council’s rough sleeping policies, strategy and plans to prevent rough sleeping and to ensure delivery on plans that result in a reduction in rough sleeping in the borough.  To co-ordinate and lead on the Council’s multi-agency rough sleeping arrangements and commissioning to meet the needs of rough sleepers and manage performance to ensure continuous improvement and successful outcomes. To co-ordinate the Council’s strategic relationships on rough sleeping particularly with the Department for Levelling Up, Housing and Communities (DLUHC), the Greater London Authority (GLA), London Councils, Health Authorities, Registered Providers, DWP and Voluntary Sector Partners acting as the key point of contact for these partners.To work in collaboration with colleagues in other services across the authority to deliver a co-ordinated approach which supports rough sleepers off the streets and addresses key support needs. To participate in the management of the Housing Needs Service as a member of the Housing Needs Management team. | | |
|  | | | |
| **Role Context:** | To support the Councils corporate values and strive to operate a service which promotes honesty, fairness, excellence, and collaboration, with the aim of improving resident’s quality of life, promoting opportunity, and building strong communities. Ensuring we can respond rapidly to change, build on those strong communities, can be financially self- sufficient and promote local democracy.  This is a key strategic role that works to ensure a clear direction in terms of reducing rough sleeping and homelessness, seeking funding opportunities, driving housing policy and strategy within the authority and in the broader London context. This is a specialist role that requires a broad knowledge and expertise across housing needs, housing management and housing development issues. | | |

|  |  |  |
| --- | --- | --- |
| **Key Accountabilities and Result Areas** | | |
| 1. **Strategy and Planning** | To ensure the effective and efficient management of the Council’s services for rough sleepersincluding the delivery of the rough sleeping action plan, and the work programme as part of the implementation of broader Housing Strategy and homelessness priorities, including a key priority to prevent and eliminate rough sleeping.  To lead and manage the relationship between the Housing Service, Rough Sleeping, Third Sector partners; the Department for Levelling Up, Housing and Communities (DLUHC), Committees, DLUHC Rough Sleeping Advisors, GLA rough sleeping networks and East London Housing Partnership (ELHP) to prevent rough sleeping. Share best practice, projects, outcomes and participate in and help to develop pan London and sub regional initiatives on rough sleeping through effective commissioning.  To identify and complete bidding opportunities to secure funding to maintain the delivery of rough sleeping initiatives.  To contribute to the development of the Housing Needs Service policies, plans and key priorities, especially around rough sleeping, and other linked street activity maintaining a broad overview of housing and rough sleeping issues locally, pan London and nationally, to manage emerging rough sleeping issues which may impact on the local authority.  To co-ordinate the Redbridge response to the delivery of the pan London Severe Weather Emergency Protocol (SWEP) during extremes of cold and hot weather.  To co-ordinate the annual rough sleeper estimates or count for Redbridge and ensure it is verified and reported to the GLA and Central Government.  To prepare and present reports and briefings to the Cabinet Member, Head of Housing Needs, Operational Director, Housing Service Management Team, Corporate Management Team on policy or development aspects that relate to rough sleeping and identify opportunities to involve and consult both internally and externally where appropriate. | |
|  |
| 1. **Operations and Support** | To establish, develop and lead on local multi-agency groups integrating the MEAM approach e.g., move on panel, disadvantage advisory resolution panel, housing first and safeguarding to target the specific needs of rough sleepers; resulting in planned move on into longer term housing options and receipt of appropriate support services.    To lead and deliver rough sleeping research and data collection with partners which contribute to  preventing rough sleeping, informing policy and strategy and future trends to enable a sustainable rough sleeping service with a focus on prevention, intervention, and successful outcomes.  To act as the single point of contact for all rough sleeping outreach related work in the borough.  To ensure robust monitoring, established performance targets and delivery of case work from Outreach and Floating Support Workers with partners and that rough sleepers are being supported off the streets.  To participate proactively on service improvement reviews, delivering positive outcomes for customers, efficiencies and improved working practices including production of processes and procedures and core service management information. Enable the compilation of and reporting of research findings, especially on need and contribute to business analysis of trends, best practice, innovation, and new approaches.  To work as part of a multi-disciplinary team including teaching, learning, and effectively using the mix of skills, experience, and knowledge in the team in pursuit of the goal of preventing and ending rough sleeping.  To support and challenge local providers to develop and deliver tailored interventions, providing advice and support that is relevant to local context and challenges and leads to preventing rough sleeping and improved practice and performance.  To ensure client funded contracts and providers are robustly managed and held to account for delivery.  To respond to safeguarding issues relating to rough sleepers and work with adults and health on the implications of this. | |
|  |
| 1. **Systems and Process Development and Improvement** | To lead the development design, review and implementation of new policies and processes relating to rough sleeping as well as commissioning and contract management to deliver a robust service.  To ensure maintenance of key information and documentation that supports the role and put in place monitoring systems in response to service issues and needs which support the provision of a high qualityand legally compliant service.  To submit data to DLUHC on rough sleeping and lead on responses to consultation ensuring high quality insights. To manage relevant computerised systems ensuring appropriate steps are taken to protect data integrity and that all users comply with the IT security policy. | |
|  |
| 1. **Communication Partnership** | To work in a flexible and creative way in partnership with stakeholders and partners to explore and  promote creative solutions to rough sleeping challenges and identify and promote solutions.    To work with enforcement partners to ensure enforcement options are in line with the local protocol and  complement and work in tandem with the support offers available, in conjunction the Council’s  enforcement services, police, immigration, and legal services.  To liaise closely with the Communications Team to publicise updates on rough sleeping initiatives, initiate campaigns and respond to press and public questions and ensure the website is up to date.  To work with Redbridge Together and other local fundraising groups to maximise the benefit of this work for rough sleepers.  To work with residents and customers to consult and involve them on rough sleeping issues.  To co-ordinate the client relationship with individual providers.  To work effectively and efficiently with colleagues within the service, across other departments and external agencies to deliver high quality outcomes.    To 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 several teams, service delivery is properly co-ordinated.  To attend and lead meetings of relevant partnership boards and agencies and to represent the service and/or council as required.  To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council’s information governance policies.  To ensure enquiries, complaints, freedom of information requests and correspondence from clients and their advocates, including solicitors, councillors, MPs, the Local Government Ombudsman, and other housing providers is dealt with in line with the Council’s complaints and enquiries procedures.  Internal Contacts: Staff in Housing, Civic Pride, Policy & Strategy, Adults and Health, Legal  External Contacts: Third sector partners and providers of rough sleeping services, DLUHC, ELHP, Members, MPs, GLA, RP’s, National Charities and special interest groups, research organisations and think tanks, other local authorities, residents, , Police, immigration | |
|  |
| 1. **Performance and Standards** | To identify and progress opportunities to improve services for rough sleepers.  To monitor and report on performance ensuring that it is efficient and effective, delivered to a high standard, within timescales and deadlines and continuous improvement forms part of this.  To develop and monitor outcomes for individuals and use information to increase data and insight into the causes of rough sleeping. Use data and insight to develop an approach to early intervention for this group and to ensure resources are targeted effectively and contracts are regularised and commissioned to meet the needs of rough sleepers.  To monitor and report on spend against rough sleeping budgets and grant.  To ensure effective response to Members Enquiries, Complaints, and Ombudsman Enquiries, Freedom of Information requests, particularly as they relate to rough sleeping.  Support the delivery of services which help to achieve the objectives in the Council’s corporate plan, including to   * Increase fairness and respond to the aspirations of the Borough. * Empower our communities to help shape our Borough and the services we deliver * Improve the quality of life and civic pride amongst our communities * Transform our Council in tough times to be dynamic and responsive to the challenges of the future   To contribute to setting and achieving Housing and Housing Needs service plan priorities and objectives and making sure that key targets are met. The post holder will be required to contribute to the development and implementation of the Council’s corporate objectives including:  * Health and safety in the workplace * Performance management * Equality and Diversity policy * Customer service strategy * Corporate priorities and strategies   To ensure that services relating to rough sleeping   * Are responsive to customer’s needs and service requirements. * Demonstrate clear departmental direction, vision, and style. * Achieve effectiveness and efficiency in operation. * The Council’s Equality and Diversity policy is adhered to. * To carry out the duties and responsibilities of the post, in accordance with the Council’s Health & Safety Policy and relevant Health & Safety legislation | |
| ***Key Performance Outcomes*** | * To meet the target to eliminate rough sleeping. * Engagement and delivery of SWEP * Provide reduction targets. * Deliver the count/estimate | |
|  |
| 1. **Resource Management** | To contribute to the overall management of the Housing Needs Service and report to and deputise for the Housing Solutions Manager and Head of Housing Needs.  To monitor the use of all types of accommodation and shelter provided for rough sleepers and ensure efficient referrals into vacancies. Address any performance issues with provider agencies and referring officers/teams.  To manage rough sleeping budgets and evidence value for money.  To project manage the delivery of a range of projects and where appropriate, supervise allocated resource to those projects including staff members participating in projects, agency resources and contractors commissioned to contribute.  To recognise the diversity of the workforce and client group ensure that equality of opportunity is promoted.  To ensure that the Council’s employee communication system is fully implemented and maintained in order that all employees receive appropriate information, and that employee feedback is encouraged.  To identify training needs across Housing in relation to the service area, in conjunction with team managers and ensure where possible these are met.  To ensure compliance with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, management instructions, professional and performance standards, and best housing practice.  To take reasonable care for the safety and health of themselves and others who may be affected by their acts; as part of the management team lead in ensuring procedures and protocols are in place and followed as far as Redbridge’s Health and Safety Policy and all guidance, instructions, and risk assessments. Attend training relevant to the post to ensure their health and safety responsibilities are met and ensure the development and implementation of effective health and safety plan for the team and broader Service Manager including training of all staff in relevant procedures.  To participate in management functions across the service including recruitment, induction, training and coaching, formal management processes and investigations. |
|  | | |
| **Corporate Accountabilities** | All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care. | |
|  | | |
| **Flexibility** | The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.  The postholder may be required to attend evening meetings | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | | | | | |
| **Person Specification** | | | | A - I - T | Weighting |
| **Knowledge & Experience** | | | *Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2= criterial* |
| **Statutory or Mandatory qualifications:** | | Professional Housing Qualification | | A | 3 |
| Membership of the CIH | | A | 2 |
| **Minimum education requirements** | | Educated to degree standard or equivalent. | | A | 3 |
| **Key Subject or Content Areas (inc: Desirable Qualifications)** | | * A high level of understanding of the wider context of rough sleeping and homelessness issues | | AI | 3 |
| * An understanding of the strategic importance of reducing rough sleeping locally and nationally | | AIT | 3 |
| **Knowledge** | | * Awareness and knowledge of current issues in public sector housing and rough sleeping service development. | | AIT | 3 |
| * Awareness and knowledge of current rough sleeping, homelessness, and related issues. | | AIT | 3 |
| * Good knowledge of the support and social needs of people with a history of rough sleeping and the range of services available to them. | | AIT | 3 |
| * Good knowledge of Housing Act 1996 & Housing & Regeneration 2008 and Homelessness Act 2002 as amended by Homelessness Reduction Act 2017 associated duties and the Code of Guidance. | | AI | 3 |
| * Good knowledge of Crime & Disorder Act and Anti- Social Behaviour legislation and practice | | AI | 2 |
| * Good knowledge and understanding of immigration legislation and matters, as they affect rough sleeping. | | AI | 3 |
| * Robust knowledge of the financial implications of decisions and the importance of prioritising value for money. | | AI | 3 |
| **Experience** | | * Substantial experience of face-to-face services delivered to rough sleepers/homeless people. | | AI | 3 |
| * Experience of developing, monitoring, and reviewing policies and services to rough sleepers/homeless people | | AI | 3 |
| * Significant experience of staff management and management of contracts and commissioned services | | AIT | 3 |
| * Substantial experience of representing an agency in joint initiatives involving statutory and voluntary agencies. | | AI | 3 |
| * Significant experience of working with clients with a history of homelessness and/or rough sleeping. | | AI | 3 |
| * Experience in developing services for people with multiple and complex needs. | | AI | 3 |
| * A track record of developing housing or other policies in complex policy environments preferably in local, regional, or central governments. | | AI | 2 |
| * Track record of successfully engaging with partners and building positive and productive working relationships and delivering results. | | AI | 3 |
| * Experience of working both operationally and strategically | | AI | 3 |
| * Experience of prioritising competing demands in a pressurised environment, recognising service priorities | | AI | 3 |
| * Experience in data collation, analysis, writing policies, procedures, and strategies. | | AI | 2 |
| * Experience of achieving performance targets and meeting departmental objectives | | AI | 3 |
| **Management** | | * Ability to manage, motivate and develop partners and resources within the relevant area(s) of responsibility to deliver required service outcomes, ensuring understanding of how personal objectives align with service and corporate objectives. | | AI | 3 |
| * Ability to work closely with and establish positive relationships to generate confidence and respect with residents, elected members, Council officers, external agencies, community groups, development professionals and members of the public. | | AI | 2 |
| * To share and cascade relevant information as necessary. To ensure learning and development opportunities are and utilised to the benefit of the organisation, through appropriate planning and evaluation. | | AI | 2 |
| * Manage activities and performance in line with the corporate policy and procedure. | | AI | 3 |
| **Skills & Abilities** | | * Ability to think strategically, using an understanding of the bigger picture to make sound, evidence-based judgements, with clear choices, assessing risks to delivery, and taking accountability for results. | | AI | 3 |
| * Ability to analyse complex issues and written material quickly, to think flexibly and creatively about problems to identify opportunities and solutions. | | AI | 3 |
| * Highly developed oral and written communication skills, with an ability to explain complex information clearly to a range of audiences. | | AI | 3 |
| * Able to effectively manage a significant and varied workload including large accommodation projects, demonstrating good planning, effective delegation with strong project and performance management techniques. | | AI | 2 |
| * Ability to ensure the provision of a sensitive and responsive service to people who sleep rough and adapt service approach, whilst mitigating organisational risks | | AI | 2 |
| * Ability to develop and maintain effective partnerships with a wide range of people and organisations creating an environment where people engage and that facilitates influence. | | AI | 2 |
| * Excellent negotiating, influencing and liaison skills. | | AI | 2 |
| * Demonstrate effective leadership, with the ability to motivate and develop staff, where staff are working in highly stressful and pressurised environments. | | AI | 3 |
| * Demonstrate effective planning for the service, delegating tasks effectively setting clear standards of performance and service delivery. | | AI | 2 |
| * Performance focussed and able to meet targets and support the team to deliver. | | AI | 3 |
| * Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances. | | AI | 3 |
| * Ability to effectively use a range of IT applications. | | AI | 2 |
| * Able to effectively manage large budgets, accounting for the financial implications of decision and able to ensure team leaders and officers understand those implications. | | AI | 2 |
| * Able to identify and respond sensitively to political considerations. | | AI | 2 |
| **Special Condition of Service** | | * To work outside normal working hours to respond to emergencies or attend meetings. | | A | 2 |
| * To comply with the urgent needs of the service the post-holder will be required to work a duty rota. | | A | 2 |
| * Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism, and other forms of negative discrimination through the Council’s policies and procedures. | | A | 2 |
| * To comply with the Council's Health & Safety Policy. | | A | 2 |
| **Corporate Behaviours** | | The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual’s personal development Redbridge expects employees of all levels to be continuously developing these core behaviours. | | AI | 3 |
| **Effective and Collaborative Team Working** | | * To take responsibility for personal development and actively participate in all learning and development. | | AI | 2 |
| * To participate in the ongoing development, implementation, and monitoring of service plans. | | AI | 2 |
| * To support and contribute to value for money, service efficiency and improvement. | | AI | 2 |
| **Safeguarding and Disclosure** | | **DBS Disclosure Required?** Not required/Basic/Enhanced | |  |  |