

Job Title: Homelessness Project Officer

GRP - PROFESSIONAL / TECHNICAL JOB FAMILY: PTB

This generic role profile (GRP) is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide specialist, technical and professional knowledge and expertise to help in the delivery of a high-quality customer service ensuring the council meets its relevant obligations in accordance with relevant legislation, codes of practice and other regulatory requirements.

INDICATIVE WORK ACTIVITIES

1. Provide specialist advice and support both internally and externally whilst using good judgement, analytical /creative skills to avoid risk, make decisions and resolve issues and problems without always ready access to a manager.
2. Provide relevant technical direction, support and training to colleagues (and guide the decisions they make).
3. Contribute to and deliver the review and updating of relevant service specific policies and procedures.
4. Represent and protect the reputation of the council both internally and externally as part of your work and advise on the formulation of associated strategy and framework.
5. To advise, guide and where appropriate negotiate on relevant service, strategic or policy issues within the postholder's relevant professional/technical discipline.
6. Fulfil the work schedule and key performance targets set for your role and team, including the management and delivery of a related caseload of work.
7. Make a significant contribution to specific project work, including the associated fundraising, budget, oversight, procurement and purchasing.
8. Where necessary lead a team of people to deliver a project (or discreet part of a service), including, where appropriate, the management and procurement of physical and financial resources and plan the capacity, ability and work schedules, accordingly.
9. Demonstrate strong customer focus when developing both internal and external partnerships relevant to your work, building strong links with other similar professionals to ensure a corporate approach is achieved and continue this standard throughout any subsequent management of contracts.
10. Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently, and then assist with the embedding process and performance improvements.

11. Research, report and analyse performance management information to make useful recommendations for process and performance improvements and advice management in their decision-making.
12. Retain relevant professional membership or licence, work to its codes and participate in learning that will help you perform your role successfully and the wider team meet the standards expected.

TASK SPECIFICS – Homelessness Project Officer

The 'task specifics' is the non-contractual element that your post has been assigned to and is a more detailed description of day-to-day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	
Purpose	
<ul style="list-style-type: none">• To be responsible for undertaking project work relating to move-on and prevention pathways and solutions for homeless applicants with more complex needs, in particular rough sleepers, young people, prison leavers, victims of domestic abuse and those with mental health or substance abuse issues.• To design and deliver services that aim to ensure homelessness in Worcester City is rare, brief and non-recurring• To work with partner agencies to identify barriers to move-on and prevention for these cohorts and develop effective pathways to address them.• To identify and pursue opportunities for funding and new service provision, establishing robust contract management arrangements with all commissioned services.• To establish and maintain effective monitoring and performance management arrangements in order to evaluate the effectiveness of prevention and move-on interventions.• To establish and maintain effective working relationships with statutory and non-statutory agencies providing services to homeless households in the city to achieve a consistent and successful approach to homelessness prevention and move-on.• To provide project and strategic support to the wider Housing & Homelessness Service as needed.	
Service to Customers	
<ul style="list-style-type: none">• Develop and deliver effective prevention and move-on pathways for customers who are homeless or threatened with homelessness and who have more complex needs requiring specialist support or interventions.• Ensure that the views of those with lived experience are sought and considered as part of any service design or evaluation.• Map existing services and identify any gaps in service provision or unmet customer needs• Work with colleagues and other agencies to identify and implement bespoke solutions for individual customers in order to prevent or relieve homelessness.• Support the Team Leader, Rough Sleeper Housing Solutions Officers, Rough Sleeping Housing Solutions Officer and Homeless Pathway Officer with individual customer casework as needed.	

Business Improvement/planning responsibility

- Be responsible for identifying opportunities to bid for additional funding or to use existing resources more effectively in order to meet customer need.
- Undertake regular performance monitoring and produce accurate data and information for internal and external returns, CLT and Committee reports and ad-hoc requests as needed.
- Draft policies and procedures for internal and external services as needed.
- Support the Service Manager and Team Leaders with the production, monitoring and evaluation of relevant strategies.
- Be responsible for responding to Freedom of Information and Subject Access requests in relation to relevant services.
- Monitor the delivery of services, including commissioned services, to evaluate their impact and outcomes for customers.
- Establish and manage effective data monitoring arrangements, ensuring that the service has sufficient and appropriate information to embed evidence based decision making.
- Undertake other duties and training as may be reasonably required to support the delivery of this project, and which are consistent with the general level of responsibility for this job.

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

- Establish and maintain effective partnership working arrangements with a range of different agencies and services to ensure the best possible outcomes are achieved for customers.
- Provide project and strategic support to partner agencies in the development of services, policies, strategies and projects as needed.
- Provide support to other colleagues within the Housing & Homelessness Service and wider Homes & Communities Service as needed.
- Support the Homelessness Team Leader with the submission of accurate, good quality HCLIC data by required deadlines in order to comply with government requirements.
- Liaise with government Homelessness Advisory and Support Team (HAST) and Rough Sleeping advisors to provide data and intelligence, develop funding bids, share and seek best practise, and comply with grant conditions.
- Chair/Attend regular multi agency operational and strategic meetings, ensuring that accurate records are kept and used to inform data returns or service development
- Support the Service Manager and Team Leaders with procurement and contract activity in relation to relevant services.
- Produce updates for the Corporate Leadership Team, Committees, Council Members and other relevant parties as requested.
- Share knowledge and expertise with colleagues and other agencies to improve the quality of service delivery
- To act as Chair and represent the Council at multi-agency groups

- To act as liaison and point of contact with government advisors
- To provide specialist advice and assistance to partner agencies
- To assist with co-ordinating the work of multiple agencies in order to comply with grant conditions and to deliver excellent services
- To assist the Service Manager and Team Leaders to monitor and manage contracts and commissioned services
- To deputise for the Homelessness Team Leader (Complex Needs & Projects) as needed.

Managing Resources (people, equipment, buildings)

Accountability

Assist the Service Manager and Team Leaders to manage and monitor a range of budgets, government grants and other funding streams, maintaining robust financial processing and monitoring arrangements.

Procedural Context

- Assist the Council to fulfil statutory homeless requirements in line with relevant legislation, the Homelessness Code of Guidance for Local Authorities, case law and other statutory instruments.
- Housing Act 1996
- Homelessness Act 2002
- Housing Act 2004
- Homelessness Reduction Act 2017
- Domestic Abuse Act 2021
- Homelessness & Rough Sleeper Strategy
- 16/17 Protocol & Care Leavers Pathway
- Prison Release Pathway
- Legislation due to be enacted – Renters Reform Act; Supported Housing (Regulatory Oversight) Act

Key Facts and Figures

n/a

Knowledge and Skills

- Educated to A Level (or equivalent) with a proven ability to produce high quality written material
- Experience of working in homelessness services
- Knowledge of housing & homelessness legislation, guidance, policy and practise
- Experience of supporting or managing projects
- High level of IT skills for collating and analysing data, in particular excellent knowledge and experience of using Microsoft Excel.
- Excellent written communication skills; the ability to produce reports and presentations and explain complex information to a range of audiences.
- Excellent interpersonal skills and the ability to develop effective working relationships with a wide range of agencies and individuals
- Excellent organisational, time management and prioritisation skills

Behaviours

- Work to the Council's values
- Aware of the Council's safeguarding policy and how to report any concerns
- Aware of the Council's Health and Safety policy and committed to safe working practices
- Able to interpret and communicate complex information
- Flexible approach and positive attitude
- Thorough, analytical approach with an excellent attention to detail
- Commitment to continuous improvement and delivering excellent services
- Commitment to safeguarding and embedding effective safeguarding practise within services
- Compliance with relevant policies and procedures
- Ability to develop imaginative solutions to complex issues.
- Aware of the Council's safeguarding policy and how to report any concerns
- Aware of the Council's Health and Safety policy and committed to safe working practices