**Manchester City Council**

**Role Profile**

**Housing Solutions Officer, Grade 6**

**Homelessness Service, Neighbourhoods Directorate**

**Reports to: Team Leader**

**Job Family: Homelessness**

**Key Role Descriptors:**

The role holder will deliver high quality support for service users, managing existing and future risks through assessment, and creating plans which ensure the individual needs of service users are appropriately considered.

The role holder will assist service users to engage with support services provided by both statutory and voluntary agencies, ensuring that the client is appropriately supported and therefore able to contribute actively in the community.

The role holder will provide advice and expertise to partner agencies and stakeholders to promote the service and represent the rights and needs of the vulnerable residents of Manchester.

**Key Role Accountabilities:**

Establish and maintain relationships with service users to challenge their existing patterns of behaviour. Work proactively with appropriate stakeholders to assess the individual’s needs and ensure positive outcomes.

Provide support and advice to service users which provide the opportunity to engage with appropriate local and national organised and community based services.

Monitor, evaluate and review assessments as required determining suitable adjustments to ensure that service users are able to achieve their agreed goals.

Work with colleagues and stakeholders to produce plans that use service users individual needs to identify and reduce their vulnerability to risk situations.

Promote the service strategies across the organisation and to other statutory and voluntary agencies.

Closely work with partner agencies and stakeholders by contributing and participating in new initiatives to support independence and opportunities for vulnerable residents of Manchester.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Early, effective intervention and engagement offers the best chance of preventing people from losing their accommodation and becoming homeless.

The Housing Solutions Service delivers the Council’s statutory duties in regard to the Homeless Reduction Act (2017).  The Housing Solutions Service works with people with a wide variety of needs to help them remain in their existing home, wherever possible, or help them in finding a new home when this become necessary. Prevention of homelessness is at the forefront of this service offer.

Housing Solutions is a very busy customer focussed service supporting people who can be facing many challenges. The role holder needs a resilient and empathic approach with strong negotiation and conciliation skills to support applicants to find a realistic solution to their housing problem. The role holder needs to possess good investigation skills and be a confident decision maker.

The role holder will provide a responsive service that could range from the provision of advice, guidance and support, to the provision of emergency accommodation for people at immediate risk, such as those in danger of rough sleeping or at risk of domestic abuse. The work is challenging and the role holder will take a strengths-based approach when assessing individual needs and working with applicants to support and advise them to assist in resolving their housing needs.

The role holder will work alongside applicants to develop a Personal Housing Plan which is realistic and outcome focussed to support the prevention of homelessness. The role holder will need to develop and draw upon their knowledge of other services and partners working in this sector in order to offer the most appropriate support to people. The role holder will also need to understand the challenges of the housing market in Manchester and promote a variety of housing options including the private-rented sector as a positive solution.

Although primarily based in the Town Hall Extension Customer Service Centre the role holder can be required to deliver the service offer in a variety of community locations or from within partner organisations as required. The role holder will also undertake home visits to people who are in housing need or at risk of homelessness to provide housing options and advice.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues. Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Problem Solving and Decision Making Skills:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising Skills:** Demonstrate the ability to organise multiple task in the most effective way, and allocate time and energy according to task complexity and priority.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Administrative Skills:** Ability to develop and maintain effective systems in a rapidly changing environment.

**Technical Requirements (Role Specific)**

* An excellent working knowledge, significant understanding and ability to interpret homelessness associated legislation and the provision of housing advice
* Must consent to and apply for an enhanced DBS disclosure check.