**Manchester City Council**

**Role Profile**

**Resettlement Team Manager, Grade 9**

**Homelessness Service – Accommodation & Support, Neighbourhoods Directorate**

**Reports to: Service Manager Accommodation & Support**

**Job Family: People Care and Support Indirect**

**Key Role Descriptors:**

The role holder will be responsible for the safe delivery of care or people support functions, ensuring the discharge of statutory responsibilities and the provision of a high quality standard of service which promotes the wellbeing of individuals and groups within the community.

The role holder will effectively lead, manage and motivate a team of professional practitioners to develop a skilled and confident workforce which meets the needs of the service and Manchester residents.

The role holder will work in collaboration with partners and key stakeholders to develop effective partnerships and greater coordinated working with other services and organisations to ensure a positive contribution to the development and delivery of care and support priorities for the city.

**Key Role Accountabilities:**

Provide strong management direction and motivate team members through effective performance management and co-ordination to maintain continuous improvement in order to meet service priorities.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in decision making and approve specific decisions in the management of cases.

Manage safeguarding risk and quality assurance effectively within the context of an agreed framework, policies, procedures and statutory responsibilities within a multi professional environment.

Work closely with key stakeholders to gather data intelligence in order to identify care needs and priorities to develop sustainable, customer focused service and implementation plans.

Proactively identify and support the implementation of change and improvements in service provision to improve care and support opportunities and outcomes for Manchester residents.

Monitor budgets in accordance with City Council policies and procedures to achieve financial targets and forecast resource requirements as appropriate.

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

The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ communication and to ensure efficiencies are achieved.

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:**

The Resettlement Service provides a housing management and support service function to transitional and/or resettled households in accommodation which can be either temporary or settled tenancy arrangements in a variety of settings in the city.

The Team Manager leading this service will have a good understanding of the issues faced by refugees, evacuees and former asylum seeker overseas nationals. The role holder will have a detailed knowledge of the principles of safeguarding and operational service delivery to vulnerable families and single people. They will ensure the delivery of a support offer ensuring arrivals/households are safe, informed of their next steps in the UK, and that where provided, transitional support and accommodation is suitable meeting client need and all required housing safety standards.

Where necessary the Team Manager will ensure households are supported to navigate and access other support services such as primary health care, specialist mental health and health services as required. A key deliverable of the resettlement offer within the city will be the achievement of community cohesion through supporting integration to assist households to settle and contribute positively at a community level. As appropriate the service supports access to education through school admissions, college placements, and engagement with training opportunities. For those settling permanently in the city it is the integration aim of this service to maximise the ability of clients to enter the employment market and positively contribute.

The role holder will be able to demonstrate detailed understanding of Homelessness Legislation, the implications of homelessness and an ability to deliver a service ensuring a homeless prevention approach is taken for all resettled households. A key deliverable of this service is to ensure households can thrive, to live independent of local authority intervention within an agreed timescale.

The role holder will be an effective team leader and relationship manager. They will be well versed in collaborative working capable of delivering key strategic initiatives with both internal and external partners such as the Home Office, Ministry for Communities, Housing and Local Government, Foreign and Commonwealth Department, Regional Strategic Migration Partnership, Early Help Services, Children’s Services, Adult Social Care, Registered Providers, private landlords, Police and Health Service partners. The role holder will be a representative of the Resettlement Service offer for the Council at local, regional and national networks as required such as the Regional Strategic Migration Partnership, GMCA and wider national networks.

The Team Manger will be a member of the wider Homelessness Accommodation & Support management team and will work in tandem with managers across Homelessness Services to ensure support service offers are consistent and apply process, policy and good practice of the wider service.

The role holder will possess proven performance management and budget management skills. The role holder will closely monitor and improve performance of their service area with specific focus on outcomes and move-on into settled accommodation for clients. They will have a good grasp of data for their service area. They will ensure timely submission of data for funding draw down. They will ensure the provision of data and service updates on request for reporting purposes to funders, senior management, executive members and councillors.

The role holder will demonstrate strong team leadership and a good grasp of operational management in a busy, pressurised environment. The role holder will have a ‘can do attitude’, be practical, personally resilient, take a solution focussed approach to problem solving, with a personable ability to lead their team.

The nature of resettlement work is such that the role holder must possess an agile and adaptable ability to establish new support service offers as required often at short notice in response to emerging situations. They must be able to forge new working practices, draw on their partnership networks of support and develop people focussed solutions at pace. The role holder will at times work under immense pressure whilst ensuring decision making safeguards clients and minimises service and reputational risk.

The role holder will possess excellent communication skills, write reports and respond to complaints or enquiries from councillors, MPs, customers, advocates and Local Government Ombudsmen.

**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:**

Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

* **Planning & organising:**

Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

* **Problem solving & decision making:**

Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

* **Creative skills:**

Ability to find creative solutions where there are no existing parameters or procedural framework

* **Financial management:**

Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.

* **People management:**

Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

**Technical Requirements (Role Specific)**

* Must consent to and apply for an enhanced DBS check
* Holding a Full Driving Licence valid to drive in UK