**Manchester City Council**

**Role Profile**

**Team Leader (Housing Options), Grade 7**

**Housing Access Service, Neighbourhoods Directorate**

**Reports to: Manchester Move Team Manager**

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

**Key Role Descriptors:**

The role holder will work to provide direct support for service users and their families in accordance with statutory responsibilities and local and national policies and procedures in order to secure positive outcomes for the customer.

The role holder will work with City Council colleagues, partner agencies and stakeholders to effectively manage and plan for present and future risk situations of service users.

The role holder will assess and plan person-centred packages to meet the individual needs of service users to promote their independence.

The role holder will supervise and develop students and trainees and actively contribute to the development of other staff.

**Key Role Accountabilities:**

Develop and manage a relationship to support service users and their families in line with statutory obligations through complex decision making to allow service users to access improved future opportunities.

In conjunction with partner agencies and stakeholders, effectively assess and plan service users’ individual needs to ensure positive outcomes for Manchester residents.

Develop positive and effective solutions in all aspects of service delivery and engagement, focusing on the quality of outcomes for service users.

Collaborate with internal and external colleagues and stakeholders to actively contribute to the development and delivery of the service within Manchester City Council and partner organisations.

Engage with stakeholders in the private and public sectors and across local communities to encourage a collaborative and transparent approach that promotes service users needs across a range of existing and new initiatives.

Efficiently maintain accurate and appropriate records in accordance with statutory targets and City Council, local and national policy and procedures to evidence achievement of service targets and improvements in delivery.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be 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:**

The primary function of the Manchester Move Service is to administer all aspects of rehousing applications and provide a customer focussed service to all applicants on the Manchester Housing Register (Manchester Move). This includes eligibility, qualification and other administrative services.

The service works to ensure that rehousing applications are accurate, advice is timely and of high quality to applicants, colleagues, advocates and other Council and Registered Provider officers. The management of applicant expectations is critical.

The Housing Options Team Leader will coach and manage a team of officers who deal with 3 services within Manchester Move. They will manage the HOOP (Housing Options for Older People), Rightsizing and Mental Health housing options services:

**HOOP**

This service is commissioned from Adult Services and ensures there is a professional point of contact for health and social care colleagues to receive practical and timely advice about rehousing options for residents over 50. They will ensure the best use of the Neighbourhood Apartments (step down) and that there are smooth onward pathways to rehousing. The service also works closely with residents approaching homelessness services for advice and assistance and will assist with housing options advice and practical assistance with housing applications.

**Rightsizing**

This is a City wide service to ensure that tenants of all Registered Providers have access to information, assistance and incentives to be able to make informed housing choices if they are looking to move from family homes. The service offers practical advice to make the best use of all our homes and to ensure that moving home is a smooth process.

**Mental Health Housing Options Service**

This service is commissioned by the Greater Manchester Mental Health Trust (GMMH) and is hospital based. This ensures the availability of advice and assistance about rehousing for GMMH colleagues. There are close working relationships with colleagues in homelessness, Registered Providers, Adult Social Care and Manchester Move to ensure that housing options are available to allow people to leave hospital when they are fit.

The postholder will have a strong track record of working in partnership with others and be able to manage multiple services. They will be able to deal professionally with a range of key partners and ensure that services meet the needs of the commissioners. This will often require the need to be flexible to meet targets and co-ordinate multiple pieces of work.

The role holder will ensure consistency and timeliness in the prioritisation of housing applications and the delivery of an excellent service for all residents

The role holder will provide training sessions for different teams across Partners and the Council including induction training for new staff and training needed in connection to the introduction of new policies, procedures and IT systems. They will contribute to other city wide arrangements in regard to housing options work as required.

The Housing Options Team Leader will ensure that they will keep up to date with all relevant legislation and ensure that their team are briefed where applicable. They will ensure that safeguarding referrals are undertaken and reviewed when necessary.

**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.
* **Analytical Skills**: Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and 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 and Decision Making:** Ability to think laterally and take into account the root cause of a problem and the client / organisation -wide consequence of decisions made
* **Creative Skills**: Ability to find creative solutions where there are no existing parameters or procedural framework
* **People Management**: Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

* Must consent to and apply for a DBS disclosure check.
* Must have a good practical understanding of housing allocations schemes or related housing management experience.
* A willingness to undertake any housing related qualification that may be required in the future.
* Causal car user and access to a car