



**Manchester City Council
Role Profile**

**Team Leader (Homelessness), Grade 7
Homelessness Service, Directorate for Families, Health & Wellbeing
Reports to: Team Manager**

Key Role Descriptors:

The role holder will effectively manage a team within the Homelessness Service, ensuring the delivery of a quality service that meets performance targets and legal requirements. This may include the prevention of homelessness through the provision of advice and support, assessing and discharging statutory homelessness duties and the provision and management of temporary and supported accommodation.

The role holder will develop and implement initiatives to prevent and relieve homelessness. The role holder will ensure the provision of a high quality, customer-centred service that ensures the well-being of customers is protected. This will be based on an understanding of the causes and impacts of homelessness.

The role holder will establish and maintain partnerships with a range of stakeholders and agencies, in order to prevent homelessness, in line with Manchester's Homelessness Strategy.

The role holder will identify sources of funding, prepare funding bids and provide regular updates and information to funding providers to ensure that all services within their remit are appropriately and sufficiently funded.

Key Role Accountabilities:

Ensure the proactive implementation of City Council policies and procedures, including human resources and the attendance policy, and documented implementation of continuous development, support and motivation of all staff, including self and managers, for the delivery of services of the highest possible quality.

Ensure management and control of the services' budget, expenditures and cost recovery, ensuring funds are used to maximum efficiency and ensuring compliance with all City Council Financial Regulations and Standing Orders.

Create, develop and maintain systems to monitor, evaluate and improve all aspects of the service, analysing management information to establish whether objectives and targets are achieved and taking appropriate action where not.

Support the continuous development of effective and efficient procedures which are relevant and up to date.

Produce timely and accurate reports on team performance to contribute to the divisional performance management framework and targets.

Develop and clearly communicate service plans and priorities to improve the level of service and ensure the implementation and monitoring of service standards.

Respond to all queries in an efficient and courteous manner, using creative and responsive skills to deal with problems or questions appropriately.

To undertake s202 reviews of homelessness decisions.

Respond to emergency situations which occur outside normal hours.

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.



Team Leader (Homelessness) – Key Competencies and Technical Requirements

Behavioural Competencies

- **Leadership & Management:** The behaviours and actions of our managers define how we work and what we achieve.
- **Change:** Improving services and making the most of resources.
- **Delivery:** Delivery of high quality services is an essential part of what we do.
- **Pride in Manchester:** Demonstrating pride in our city.
- **Influence:** Effective relationships give the best results.

Generic Skills

- **Communication skills:** Ability to influence or persuade immediate departmental or functional colleagues. Ability to advise and put case across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
- **Analytical skills:** Ability to identify and assess risk informing decision making.
- **Planning and Organising:** Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards. Demonstrate excellent judgement skills under competing priorities and pressure.
- **Strategic Thinking:** Ability to identify best practice, key risks to the delivery of objectives, and analyse trends and patterns to develop ideas for the strategy of the service.
- **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
- **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)

For all services:

- Knowledge and understanding of the causes, impacts, prevention and relief of homelessness
- Must consent to and apply for an enhanced DBS disclosure check.

For statutory services

- Significant knowledge and understanding of Homelessness and other relevant legislation

For accommodation services

- Knowledge of the welfare benefit system and all aspects of housing management, including income generation and rent recovery/action