**Manchester City Council**

**Role Profile**

**Safer at Home Lead Officer, Grade 6**

**Homelessness, Directorate for Neighbourhoods**

**Reports to: Team Manager**

**Key Role Descriptors:**

The role holder will provide a robust and effective specialist housing advice around target hardening of properties to people who are experiencing domestic violence and abuse or fear of violence. The role holder will also hold a small case load will include the assessment of statutory duties owed under the homelessness legislation.

The role holder will work as part of a team and contribute to the achievement of its objectives.

**Key Role Accountabilities:**

Respond to all queries from a wide range of customers in an efficient, courteous manner, using initiative and creative skills to respond appropriately to problems that arise.

Conduct detailed assessments with customers to determine their support and accommodation needs and provide expert advice on a range of realistic and sustainable prevention options within the context of relevant legislation.

Provide a comprehensive and timely housing advice service to people requiring additional safety measures to enable them to remain in their homes.

Ensure that all requests for target hardening from agencies/organisations are completed within a set timescales and all follow up work is recorded appropriately.

Liaise with the with company who carry out the target hardening installations and also with Service Users, Domestic Abuse Teams such as the Independent Domestic Violence Advisors, Social Services, Sure Start Centre Staff, statutory and voluntary organisations.

Must maintain accurate records of all referrals and work carried out on Excel and the homelessness IT system and dealing with invoice queries.

Actively participate in the Multi Agency Risk Assessment Checklist framework by completing domestic abuse assessment and referral form in all cases where a disclosure of domestic abuse is made.

Refer to appropriate accommodation and support services as necessary and establish and maintain close joint working arrangements with other agencies such as ASSIST and REACH.

Work proactively and efficiently to manage workloads in a demand led and front line type service and incorporate a flexible approach to problem solving.

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 job. If however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Safer at Home Leader Officer - Key Competencies 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

**Generic Skills**

* **Communications skills** - Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
* **Problem Solving and Decision Making** - Able to use information, insights and knowledge in a structured way, using judgement wisely to identify options and make robust and defendable decisions
* **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 -** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **ICT Skills**- Ability to use multiple applications, systems and associated software packages
* **Admin Skills-** Ability to use and accurately maintain effective administration 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.