

## LEEDS CITY COUNCIL JOB DESCRIPTION

**DIRECTORATE:** Resources and Housing

**SERVICE:** Housing Support

**GRADE:** SO2

**POST TITLE** SENIOR HOUSING ADVISER  
(ADVICE AND ASSESSMENT)

**POST REF NO:** TBC

### **POST(S) TO WHICH DIRECTLY RESPONSIBLE**

Principal Housing Adviser (Advice and Assessment)

### **POST(S) FOR WHICH DIRECTLY RESPONSIBLE**

Housing Advisors (Number to be determined by service need)

Housing Support Administrators (Number to be determined)

### **JOB PURPOSE**

The post holder will contribute to the delivery of a high quality housing options service for people who are homeless, threatened with homelessness or in some form of housing need. The post holder will contribute to ensuring the service has an absolute commitment to customer care and legal compliance. The post holder will specifically focus on two of the core service functions of housing advice provision and assessment of housing need and duty. The post holder will support, as required, the delivery of the other key service function of securing suitable accommodation options. The post holder will contribute to the development of partnerships across the public, private and third sector to enhance the housing options offer made to service customers.

### **PRINCIPAL ACCOUNTABILITIES**

- Contribute to the delivery of an effective Housing Options Services that generates Value for Money and helps achieve wider Council priorities
- To use effective people management skills in order to motivate, develop and performance manage staff within your service area to drive service improvements.
- To contribute to the development and delivery of a Housing Options Service Plan in line with wider service, divisional, directorate and Council priorities
- To manage, promote and deliver positive solutions to achieving diversity and equality in all aspects of service delivery, community engagement and human resource areas, focussing on equality of outcome.
- To actively drive continuous improvement initiatives through leading and contributing to cross Council projects, collaborative working with partners and supporting Directorate and Divisional Management Teams.
- Contribute to maintaining effective communications relating to the Housing Options Service with staff, service users, councillors, trade unions, partners and other stakeholders.

- To work with elected members, service users and community representatives in ways which support open, inclusive, responsive and accountable government.
- Working as a team for Leeds by developing and maintaining good working relationships with internal and external customers, other stakeholders and partners to achieve excellent outcomes for the citizens of Leeds.
- To be accountable for the safety of staff, service users and contractors in accordance with Legislation and the Council Health and Safety Policy.
- Demonstrate a flexible approach to working as required meeting Directorate and Corporate priorities.
- As a leader in the organisation with key people management responsibilities to undertake duties in relation to people management policies.
- To promote the ambitions and values of the Council with staff.

### **SPECIFIC RESPONSIBILITIES**

- Take a leadership role in the delivery of the Housing Options Service, at a variety of locations including Great George Street, that focuses on customer care, is legally compliant and demonstrates continuous service improvement.
- Directly manage a pool of Housing Advisers and, if applicable, Housing Support Officers
- Provide ongoing support and advice to officers employed within the Housing Options Service
- Take a leadership role for delivering high quality staff support through meetings, supervisions and appraisals
- Take a leadership role in quality assuring all elements of the Housing Options Service including face to face contact, case management, assessment and advice decision letters and financial payments
  - Take a leadership role in delivering the core Housing Options functions, and fulfilling accompanying legal duties, of housing advice and housing assessment
  - Deliver an 'out of hours' on call housing options service as part of pool of Leeds Housing Options Service managers
  - Respond to customer, member, MP and other stakeholder correspondence as required
- Play an active role in fostering effective partnering arrangements across the public, private and third sector with a strong emphasis on embedding a case conferencing culture
  - Contribute to the development and delivery of safeguarding arrangements for vulnerable adults and children using the Housing Options Service

**RELATIONSHIPS**

The post holder will be directly managed by the Principal Housing Adviser (Advice and Assessment) within the wider Housing Services structure. The post holder will manage a pool of Housing Advisers and, if applicable, Housing Administrator post holders.

**PHYSICAL CONDITIONS**

The post will be responsible for delivering services city wide and may be required to work from a variety of locations, depending on the work being delivered.

**ECONOMIC CONDITIONS**

The post is graded at SO2.

**PROSPECTS****PROMOTION**

The post holder will have access to Leeds City Council's vacancy bulletin and would be eligible to apply for appropriate/suitable positions of employment as advertised.

**TRAINING**

Appraisals and development reviews will be undertaken.

**QUALIFICATIONS**

See employee specification

**Job Description Prepared/Reviewed by:**

Rob McCartney  
Head of Housing Support

**Date:** November 2012

**Job Description Approved by:**

Liz Cook  
Chief Officer, Statutory Housing

**Date:** November 2012

**POST DESIGNATION: Senior Housing Adviser (Advice and Assessment)****GRADE: SO2****EMPLOYEE SPECIFICATION**

In order to fulfil the standard requirements of the post, post holders must meet the following requirements. Candidates for selection for the post will only be short listed for interview if they can demonstrate in their application that they meet these requirements.

<b>SKILLS</b>	<b>Ess</b>	<b>Des</b>	<b>MOA</b>
• Ability to provide visible and effective leadership which empowers, enables and develops staff to achieve results.	✓		A//
• Ability to identify and implement change programmes, improve service quality and support a culture that drives up standards and performance.	✓		A/I
• Ability to communicate effectively to a variety of audiences at all levels, including presenting high level information and reports on complex issues in an appropriate way.		✓	A//
• Ability to lead the development of appropriate systems and procedures to enable effective data capture and analysis to inform service delivery.		✓	A/I
• Ability to think creatively and to solve problems in a constructive way.	✓		A/I
• Ability to manage operational service teams within a challenging context	✓		A//
• Ability to work to strict deadlines with conflicting priorities and to manage personal work and time effectively	✓		A/I
• Ability to access and interpret local/national strategy, communicate to staff and apply where appropriate to service delivery		✓	A/I
• Ability to make a contribution to the strategic direction of the Directorate, Division and services/functions.	✓		A//

<b>KNOWLEDGE/QUALIFICATIONS</b>	<b>Ess</b>	<b>Des</b>	<b>MOA</b>
• Understanding of appraisal and evaluation techniques.	✓		A/I
• Understanding of change management principles	✓	✓	A/I
• Understanding of housing options law and policy	✓		A/I
• Understanding of the needs of homeless people and those in housing need	✓		A/I
• Knowledge of services for homeless people and those in housing need	✓		A//
• An understanding of the roles and responsibilities of the Directorate and other key agencies and stakeholders in the city.	✓		A/I
• An understanding of key strategic plans including the Vision for Leeds and City Priority Plans and the Council's planning framework.		✓	A//
• A working knowledge of the Council's Values and Leadership and Management standards.	✓		A/I
• Understanding of Council and partner safeguarding procedures for vulnerable adults and children and how they apply to the service.	✓		A/I
• Understanding the importance of managing and controlling budgets	✓	✓	A/I

<b>EXPERIENCE</b>	<b>Ess</b>	<b>Des</b>	<b>MOA</b>
<ul style="list-style-type: none"> <li>▪ Of working effectively with internal and external partners to contribute to strategic partnerships and programmes and deliver cross sector or cross service projects to achieve positive outcomes.</li> <li>▪ Of communicating appropriately with a wide range of people, through a variety of different methods and gaining the commitment of a range of stakeholders/influencing views and behaviour to meet set objectives.</li> <li>▪ Of managing the effective deployment and support of human resources.</li> </ul>	✓		A/I
		✓	A/I
<ul style="list-style-type: none"> <li>▪ Of leading, coaching and motivating teams and individuals.</li> <li>▪ Of managing and delivering front facing services for vulnerable people</li> <li>▪ Of interpreting and analysing complex information and data.</li> <li>▪ Of conducting Equality Impact Assessments.</li> <li>▪ Of delivering effective consultation to support service design, delivery and evaluation.</li> </ul>	✓		A/I
	✓		A/I
		✓	A/I
		✓	A/I
		✓	A/I

<b>BEHAVIOURAL AND OTHER RELATED CHARACTERISTICS</b>	<b>Ess</b>	<b>Des</b>	<b>MOA</b>
<ul style="list-style-type: none"> <li>• Actively demonstrate commitment to diversity, cohesion and equality outcomes.</li> <li>• Self directing and motivated to achieve results.</li> <li>• Commitment to ensure the safety of all staff and stakeholders.</li> <li>• Adaptable and innovative and committed to flexible working practices</li> <li>• Commitment to self and team development and to team working</li> <li>• Actively demonstrate use of the Council's values as part of everyday working.</li> </ul>	✓		A/I
	✓		A/I
	✓		A/I
	✓		A/I
	✓		A/I
	✓		A/I

<b>Method of Assessment (MOA)</b>	<b>A</b>	=	<b>Application Form</b>
	<b>I</b>	=	<b>Interview</b>