

Job Profile Information: Homelessness Prevention Manager

This supplementary information for Homelessness Prevention Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To deliver on the council's homelessness accommodation strategy and placement policy through the provision of a first class housing advice and options service.

Example outcomes or objectives that this role will deliver:

- Ensure the team achieves challenging targets for homelessness prevention through provision of first class housing advice and the widest range of housing options and that private rented tenancies created through Camden PRS access schemes are sustainable and are sustained for as long as possible.
- Ensure the team prevents the maximum number of people from becoming homeless and assist them to leave temporary accommodation, so that Camden has one of the lowest rates of households living in temporary accommodation in London.
- Ensure the team completes high quality, timely and accurate assessments in accordance with the Housing Act 1996 Parts VI (including caseloads of statutory Part VI reviews) and VII, Code of Guidance, caselaw and the council's strategies and policies, especially the homelessness placement policy, housing allocations scheme and private rented strategy.
- Manage a personal caseload of statutory reviews of housing allocations decisions under Housing Act 1996 Part VI to a high quality and within target timescales.
- Ensure casework contributes to improved wellbeing, resilience and reduced poverty through activities such as preparing prospective private rented sector tenants to sustain their new home.
- Ensure casework contributes to improved conditions in the private rented sector.

- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs
- Ensure that staff are able to identify and address equalities needs.
- Ensure that Council resources are protected and only allocated to those in genuine need by detecting and preventing fraud.

People Management Responsibilities:

- There will be 6 – 8 direct reports.
- As a Team Manager it is expected that managerial support will be provided to staff across the wider Service as required.
- The role holder may be required to deputise for their Service Manager.

Relationships;

- Supervisory skills will be used to empower and enable staff to perform to the highest standard with minimal need for support.
- Ability to work with the Housing Needs Management Team to an excellent standard.
- Ability to manage partnerships, for example with local hospital and third sector housing advice agencies and providers of private renting access schemes.
- Ability to work collaboratively across Directorates with other Managers to achieve Camden Plan outcomes.
- Ability to lead and inspire staff within Service.

Work Environment:

- The role will be office based mainly be based at 5 Pancras Square.
- Visits may occasionally be necessary to customers, agencies or accommodation.
- Attendance at external meetings may be required, sometimes outside of normal working hours, such as with colleagues from other councils or external advice agencies.
- Participation in the out of hour's homelessness rota.

Technical Knowledge and Experience:

- A high standard of general education attainment is essential.
- At least one year's experience of managing staff.
- Detailed working knowledge of Housing Act 1996 Parts VI and VII, codes of guidance and regulations along with the ability to draw upon case law are essential.
- Working knowledge of related legislation such as Protection from Eviction Act, environmental health legislation and welfare benefit legislation.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>