

Role Profile Addendum

(to be completed for generic role profiles, mapped to multiple positions)

Please provide details specific to this position. While this information will not be used for job evaluation purposes, it will support processes such as recruitment and selection, salary supplements, performance management, and other relevant business processes.

Job Title:	Principal Housing Options Manager
Role Profile Reference Number:	MUL081
Role Profile Title	Manager III
Directorate	Housing & Public Protection
Service area	Strategic Housing & Partnerships

Specific responsibilities associated with this position

Use this section to add (if necessary) any additional information about the key responsibilities that are specific to the position and are not included in the Accountabilities or Role Purpose sections in the Role Profile.

- To provide effective duty management to the front-line housing options service
- Manage front-line housing options service provision for those rough sleeping, at risk of rough sleeping or vulnerably housed with particular focus for those where no statutory duty is owed.
- Line manage and supervise Housing Options Teams
- provide support and advice with complex decisions under the provision of homelessness legislation and lead reviews of complex and sensitive cases liaising statutory and voluntary agencies as appropriate
- Authorise decisions and requests for accommodation in accordance with legislation and case law ensuring the Statutory homelessness duty applicant is discharged in line with legislation
- Provide a responsive and preventative approach to dealing with complaints and undertake statutory reviews of decisions made under Part VI and Part VII of the Housing Act 1996 (as amended)
- Manage the effective delivery of the Councils Housing Register and Allocations Policy from application to Allocation
- To participate in the Councils Housing Allocation Panels including those for Extra Care Housing, Learning Disabilities and Bespoke Housing Needs
- Lead on the recruitment of new staff, understanding the importance of diverse talent and development practices
- Lead on the operational partnerships for H1st and Housing Led services including H1st Core Group and supporting interventions to maximise tenancy sustainment
- Lead on operational partnerships for commissioned Supported Housing Estate including working flexibly to ensure prevention and move on is maximised

- Lead on provision of RSAP support and access to tenancies
- Contribute to BCP Housing Options at homeless MDT and SWARAC. Ensure proactive involvement and flexible partnership interventions to support clients with significant barriers to housing and support.
- Lead on provision of rough sleeping prevention pilots that increase up stream interventions
- Manage effective delivery and development of support within Somewhere Safe to Stay projects ensuring a trauma informed multiagency support offer and sustainable move on into longer term accommodation
- Manage the delivery of SWEP activations in partnership with BCP commissioned Rough Sleeping Service
- Manage operational partnership with BCP Commissioned Rough Sleeping Service to ensure effective outreach, engagement and access to relevant services and options for anyone rough sleeping within BCP
- Ensure accurate and timely data returns associated with rough sleeping prevention requested by MHCLG and internal requests
- Manage provision of tenancy sustainment and prevention support to customers who have secured longer term accommodation from rough sleeping or who are at risk of rough sleeping and present with complex needs.
- Manage operational partnership with Homelessness Intervention Service
- Manage provision of specialist support to vulnerable females who experience rough sleeping or unsafe accommodation (hidden homelessness) including operational oversight of respite rooms.
- Represent BCP Council in partnerships with Drug and Alcohol services including With You and DWWP (Dorset Working Women's project)

Specific person specification associated with this position

Use this section to add (if necessary) any additional information about the specific qualifications, knowledge and skills required for this position that are not included in the Knowledge/Skills/Experience section in the Role Profile.

- Excellent communication skills in all forms across all sectors of professional and commercial stakeholders and members of the public, with the ability to influence, use empathy to understand complex situations and advice others
- Ability to develop and maintain partnerships to meet service needs
- Ability to work in a highly pressurised, rapid change environment dealing calmly, with courage and integrity and effectively with a wide-ranging of challenging client behaviours
- Ability to make decisions and resolve complex problems through creativity and using lessons learned
- Ability to read, capture and develop data insights and provide reports on service performance areas.

Other requirements for this position

Use this section to identify other requirements for this position.

- Enhanced DBS
- Must be able to travel, using public transport or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- Ability to participate in an Out of Hours on call rota

For P & R Use Only:

Role Profile Addendum Reference Number:

Date Saved: