Rehousing
Career progression framework
May 2025

Assistant Rehousing Officer (Post No: 14982) Range 2

See Job Profile for full duties.
Main duties include:

Ensure a high-quality advice and assistance is given to customers in Temporary Accommodation and those that have applied for rehousing through Medway Homechoice (Choice based Lettings system), by responding effectively and efficiently to enquiries. This will include enquiries by telephone, e-mail and face to face

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 2A:	**Requirements at this level in addition to level 2A:**	**Requirements at this level in addition to level 2A and 2B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English	**Qualifications** • None	**Qualifications** • None
Knowledge • Understanding of the Council's general obligations to those who are homeless • An understanding of the issues faced by households who are homeless • An understanding of the social housing and the challenges with allocating social housing • Understanding of the range of housing options and support services available • An understanding of excellent customer service and best practice • An understanding of equality and diversity, data protection • Understands their role in the context of safeguarding children, young people and vulnerable adults	**Knowledge** • Understanding of temporary accommodation, especially suitability • An awareness of all the services and support available to residents seeking help and accommodation including those beyond housing such as health and well-being, employment and education	**Knowledge** • Knowledge of Part VI and Part VII of the Housing Act 1996 (as amended), the Homelessness Act 2002, Homelessness • Reduction Act and any other relevant legislation as applicable • Knowledge of statutory guidance for allocation of social housing and homelessness • Knowledge of statutory guidance for allocation of social housing and homelessness
Experience • Of being in a high-pressured environment • Of delivering excellent customer service • Of supporting vulnerable people • Of working within a team	**Experience** • Dealing with a wide range of people who may present complex and challenging behaviour. • Of providing comprehensive advice and assistance • Of assessing applications for social housing • Dealing with issues in challenging issues in temporary accommodation • Of effective joint working and successful multi agency working	**Experience** • At least 12 months experience of working in a local housing authority or Registered Housing Provider in a customer service or Housing capacity • Negotiating with other statutory, community-based and the advocacy organisations to find solutions to complex housing situations • Successfully managing rent accounts and undertaking related enforcement • Understanding of good housing standard and how it relates to accommodation provision regarding homelessness duties • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • The ability to undertake a range of processes and procedures involving workflow systems and maintenance of database information	**Skills** • Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations	**Skills** • Ability to interpret legislation and law and how it impacts customer service deliver.

• Have a level of numeracy sufficient to give basic money and housing advice using available tools • Excellent IT skills, with the ability to use a range of databases and MS Word and EXCEL to produce a wide range of letters and documents and MS Outlook to process the full range of email and diary functions • Appreciation of the differing needs of customers who face sometimes difficult and stressful situations • Ability to remain calm and able to make accurate and timely decisions whilst under pressure • Good interpersonal skills and a proven ability to communicate effectively • Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment.	Ability to represent the service by developing and maintaining effective relationships with internal and external representatives	• The ability to work across boundaries in partnership with all housing sectors and partner agencies. • The ability to develop and present written or verbal information in a clear and concise manner • Proven ability in brokering and leading, partnerships internally and externally

Rehousing Visiting Officer (Post No: 14981) Range 4

See Job Profile for full duties.
Main duties include:

The main responsibility of the post will be to undertake visits to homeless households that have been placed into temporary accommodation.

Provide effective management of rent accounts to ensure maximisation of income.

To provide a comprehensive service for social housing applicants, including assessment of applications for housing against Medway Council's Allocations Policy

To offer proactive advice and, assistance to persons in housing need in line with the council's statutory duties, allocations policy and lettings plans

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 4A:	**Requirements at this level in addition to level 4A:**	**Requirements at this level in addition to level 4A and 4B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	**Qualifications** • Evidence Continuing Professional Development (CPD)	**Qualifications** • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services • Evidence Continuing Professional Development (CPD)
Knowledge • Up to date knowledge of Part VI and Part VII of the Housing Act 1996 (as amended), the Homelessness Act 2002, Homelessness Reduction Act and any other relevant legislation as applicable • Up to date knowledge of statutory guidance for allocation of social housing and homelessness • Up to date knowledge of and ability to provide advice on welfare, benefits and debt. • Well-developed knowledge of a range of available housing options and support services • Detailed knowledge of equality and diversity, data protection regulations and best practise • An awareness of all the services and support available to residents seeking help and accommodation including those beyond housing such as health and well-being, employment and education	**Knowledge** • Relevant welfare benefit regulations • Case laws impacting temporary accommodation and homelessness • Issues faced by households in temporary accommodation • Strong knowledge of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard. • Knowledge of local, regional and national policies relating to homelessness and temporary accommodation.	**Knowledge** • Knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977 • Detailed knowledge of procuring temporary accommodation and move on accommodation • Knowledge of issues affecting the private rented sector and social housing • Demonstrates an understanding of how one issue may be a part of a much larger system
Experience • Demonstrable experience of working within a service with high levels of demand, significant time pressure and conflicting priorities	**Experience** • Of interpreting legislation and law and how it impacts customer service deliver.	**Experience** • At least 2 years' experience of working in a local housing authority or Registered Housing Provider in a customer service or Housing capacity

• Working in a demanding environment with the public, delivering excellent customer service • Dealing with a wide range of people who may present complex and challenging behaviour. • Working within a team and of proactively working towards joint targets • Successfully managing rent accounts and undertaking related enforcement. • Providing comprehensive advice and assistance. • Working within a service with high levels of demand, significant time pressure and conflicting priorities. • Effective joint working, successful multi agency working and operating in a demanding working environment.	• Providing comprehensive advice and assistance on all housing matters and related issues • Accessing all forms of accommodation, including different tenures and supported accommodation. • Conducting complex investigations, enquiries, interviews and casework management, with a focus on positive outcomes and preventing homelessness. • Working collaboratively and proactively with other services and organisations to prevent homelessness and meet housing need.	• Developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects. • Negotiating with other statutory, community-based and the advocacy organisations to find bespoke solutions to complex housing situations • In the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • The ability to work across boundaries in partnership with all housing sectors and partner agencies. • Good interpersonal skills and a proven ability to communicate effectively at all levels and to a range of customers and present information sensitively and persuasively. • The ability to develop and present written or verbal information in a clear and concise manner. • The ability to negotiate both with homeless people and on their behalf to broker housing solutions. • Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations • Ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies. • Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment. • Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • The ability to build wide and effective networks of contacts inside and outside the organisation • The ability to interview applicants skilfully and sensitively to elicit as much information as possible and give the appropriate advice • Well-developed negotiation and problem-solving skills. • Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours. • Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	**Skills** • Can make rational judgements from the available information and analysis • Ability to identify, implement and promote new services in an innovative way. • Proven ability in brokering and leading partnerships internally and externally

Rehousing Officer (Post No: 14879) Range 4

See Job Profile for full duties.
Main duties include:

To ensure the Council meets its temporary accommodation obligation for homeless households in line with homelessness legislation

Provide effective management of rent accounts to ensure maximisation of income.

To provide a comprehensive service for social housing applicants, including assessment of applications for housing against Medway Council's Allocations Policy

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 4A:	**Requirements at this level in addition to level 4A:**	**Requirements at this level in addition to level 4A and 4B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 2	**Qualifications** • Evidence Continuing Professional Development (CPD)	**Qualifications** • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Award in Housing Practice • Evidence Continuing Professional Development (CPD)
Knowledge	**Knowledge** • Knowledge of relevant welfare benefit regulations	**Knowledge**

• Up to date knowledge of Part VI and Part VII of the Housing Act 1996 (as amended), the Homelessness Act 2002, Homelessness • Reduction Act and any other relevant legislation as applicable • Up to date knowledge of statutory guidance for allocation of social housing and homelessness • Up to date knowledge of and ability to provide advice on welfare, benefits and debt. • Well-developed knowledge of a range of available housing options and support services • Detailed knowledge of equality and diversity, data protection regulations and best practise • An awareness of all the services and support available to residents seeking help and accommodation including those beyond housing such as health and well-being, employment and education • Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	• Knowledge of case laws impacting temporary accommodation, homelessness and allocation of social housing • Detailed knowledge of the issues faced by households in temporary accommodation • Detailed understanding of suitability of accommodation • Knowledge of local, regional and national policies relating to homelessness and temporary accommodation.	• Knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977 • Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard. • Detailed knowledge of procuring temporary accommodation and move on accommodation
Experience • Demonstrable experience of working within a service with high levels of demand, significant time pressure and conflicting priorities • Experience of working in a demanding environment with a wide range of people. who may present complex and challenging behaviour, delivering excellent customer service • Experience of working within a team and of proactively working towards joint targets • Experience of successfully managing rent accounts and undertaking related enforcement. • Experience of providing comprehensive advice and assistance. • Experience of effective joint working, successful multi agency working and operating in a demanding working environment. • Experience of assessment and determination of applications for assistance under the provision of the Housing Acts.	**Experience** • At least 12 months experience of working in a local housing authority or Registered Housing Provider in a customer service or Housing capacity • Proven knowledge and ability to interpret legislation and law and how it impacts customer service deliver. • Experience of providing comprehensive advice and assistance on all housing matters and related issues • Experience of accessing all forms of accommodation, including different tenures and supported accommodation. • Conducting complex investigations, enquiries, interviews and casework management, with a focus on positive outcomes and preventing homelessness. • Experience of working collaboratively and proactively with other services and organisations to prevent homelessness and meet housing need.	**Experience** • At least 2 years' experience with evidencable successful outcomes working homeless households • Experience of developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects. • Experience of negotiating with other statutory, community-based and the advocacy organisations to find bespoke solutions to complex housing situations • Experience in the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • The ability to work across boundaries in partnership with all housing sectors and partner agencies. • Good interpersonal skills and a proven ability to communicate effectively at all levels and to a range of customers and present information sensitively and persuasively. • The ability to develop and present written or verbal information in a clear and concise manner. • The ability to negotiate both with homeless people and on their behalf to broker housing solutions. • Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations • Ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies. • Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • The ability to build wide and effective networks of contacts inside and outside the organisation • The ability to interview applicants skilfully and sensitively to elicit as much information as possible and give the appropriate advice • Well-developed negotiation and problem-solving skills. • Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours. • Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	**Skills** • Demonstrates an understanding of how one issue may be a part of a much larger system • Can make rational judgements from the available information and analysis • Ability to identify, implement and promote new services in an innovative way. • Proven ability in brokering and leading partnerships internally and externally
Senior Rehousing Officer (Post No: 14878) Range 5		
See Job Profile for full duties. Main duties include:		

To provide advice, assessment and management of all households accommodated by Medway Council into Temporary Accommodation and those applying for Social Housing through the Medway Homechoice system.

Providing a senior role within the team, contributing towards growing the accommodation available to Medway Council for temporary use, as well as managing existing temporary accommodation tenancies and maximising the opportunities for rental income.

The role will also be responsible for directly line managing staff at different levels including Officers, Assistants and Apprentices

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 5A:	**Requirements at this level in addition to level 5A:**	**Requirements at this level in addition to level 5A and 5B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including in Maths and English or • Equivalent housing qualification at Level 3	**Qualifications** • Evidence Continuing Professional Development (CPD)	**Qualifications** • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services • Evidence Continuing Professional Development (CPD)
Knowledge • Up to date knowledge of the legislation and duties owed to single homeless persons by the Council under The Homeless Reduction Act 2017, Part V1 and Part V11 of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011 including statutory guidance for allocation of social housing and homelessness • Detailed working knowledge of the welfare benefit system, its application and how it affects rough sleepers and EEA nationals. • Detailed working knowledge of homeless relief initiatives and their application and effectiveness • Understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping • Extensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people • Knowledge of safeguarding children and vulnerable adults' procedures • Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people.	**Knowledge** • Detailed knowledge of national and local policy and initiatives on rough sleeping • Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure • Up to date knowledge of all relevant case law pertaining to single homelessness and its application • Up to date knowledge of Government policy in relation to housing, health, social care • A comprehensive knowledge and understanding of the housing and support needs of vulnerable applicants such as those with medical conditions or those fleeing domestic abuse. • Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard. • Detailed knowledge of procuring temporary accommodation and move on accommodation • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises	**Knowledge** • Detailed understanding of Government agendas surrounding Crime and Disorder Act 1998. • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care • A broad knowledge of the Children's Acts, Care Act and other relevant regulations involving vulnerable adults, young people and families • Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands • Good knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977
Experience • At least 12 months' demonstrable managerial experience within the public sector. • At least 24 months experience working in a homelessness service • Experience of delivering a high-quality housing service in a related area for a large local authority or comparable organisation. • Experience of working in a demanding environment with a wide range of people who may present complex and challenging behaviour, delivering excellent customer service • Experience of working within a team and of proactively working towards joint targets • Experience of effective joint working, successful multi agency working and operating in a demanding working environment. • Experience of dealing sensitively with distressed or challenging customers/service users	**Experience** • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery. • Experience of managing multi stakeholder relationships. • Experience of managing a team providing temporary accommodation and allocating social housing according to the housing legal framework • Experience of achieving performance targets and meeting departmental performance objectives	**Experience** • At least 2 years demonstrable managerial experience within a relevant housing service • Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. • Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications. • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

Skills • Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge • Ability to building relationships with and work positively in partnership with a range of statutory and voluntary agencies and other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc • Ability to motivate and drive services to deliver case objectives and meeting key performance indicators • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Employ an empathetic and non-judgemental attitude towards service users. • Ability to maintain professional boundaries. • Ability to be creative, to be able to identify problems and work to create solutions • Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people. • Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users. • Ability to keep abreast of relevant professional developments and to undertake training for the post. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • Ability to identify and respond to political context advising senior officers where required. • A track record of successful conflict management and dealing with individuals who present challenging behaviour • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	**Skills** • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice • Strong influencing and stakeholder management skills and the ability to build relationships at all levels • Proven ability in brokering and leading complex partnerships internally and externally

Medway Meam Coordinator (Post No: 15929) Range 5

See Job Profile for full duties.
Main duties include:

To support the delivery of a person-centred service to people who have fallen through the gaps between services and systems due to their experience of a combination of problems including homelessness, substance misuse, contact with the criminal justice system and mental ill health.

To work as part of a multidisciplinary team, holding a caseload, effectively identifying, and supporting clients and put in place appropriate asset based, trauma informed support.

To support the development of an effective, coordinated approach to multiple disadvantage that can increase wellbeing, reduce costs to public services and improve people's lives through the MEAM Framework.

To liaise with other professional services, identifying barriers that prevent fair and equal access to services.

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 5A:	**Requirements at this level in addition to level 5A:**	**Requirements at this level in addition to level 5A and 5B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or • Equivalent housing qualification at Level 3	**Qualifications** None	**Qualifications** None
Knowledge • An understanding/awareness of the MAKE EVERY ADULT MATTER (MEAM) agenda, current national policies on substance misuse and homelessness and the strategies that influence the priorities of treatment and support services.	**Knowledge** • An in-depth understanding and knowledge of the harmful effects associated with drug misuse in relation to health, social welfare, housing, employability, and personal relationships.	**Knowledge** • Knowledge of the principles of co-production and/or service user involvement and how it can be applied practically. • Knowledge of ways to better coordinate services for people with multiple disadvantages and an understanding of how 'systems change' can occur

• Knowledge and understanding of policies related to the safeguarding of children and vulnerable adults and how these influence practice. • Knowledge of models of recovery, and an understanding of the role of the community in supporting recovery. • Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure • Knowledge of developing and maintaining strong partnerships • Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people.	• An in-depth knowledge and understanding of the treatments and interventions available those experiencing health, housing, and social care problems • Substantial understanding of the impact of criminal justice, homelessness, substance misuse and mental health and the role of services in recovery for people with multiple disadvantage • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • Understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping	• Up to date knowledge of Government policy in relation to housing, health, and social care • Detailed understanding of Government agendas surrounding Crime and Disorder Act 1998. • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care
Experience • At least 12 months' demonstrable managerial experience within the public sector • Experience of working with a complex client group including those with complex mental health needs, substance use needs and other complex and entrenched lifestyles • Establishing and sustaining partnerships that proactively tackle complex problems • Demonstrable experience of delivering successful interventions and running related services • Demonstrable experience of successful co-operation and team working with partner organisations in a homelessness setting. • Experience of working in a demanding front line service in a housing environment • Experience of "front line" interviewing and of dealing effectively with confrontational situations • Experience of working as part of a management team, taking collective responsibility for meeting service objectives.	**Experience** • Demonstrable experience of supporting and influencing partnerships of frontline services, including in complex or challenging circumstances • Experience of finding solutions to rough sleeping with diverse clients of differing needs and vulnerabilities • Experience of producing detailed and accurate reports and letters to the public and other professionals • Experience of leading on specific areas of service development or initiatives to improve service delivery within a housing, health and/or social care setting.	**Experience** • Making recommendations to senior management within the local authority or other leaders (such as portfolio holders) for utilisation of resources via data analysis and producing management/cabinet reports leading to recommendations. • Experience of practically applying theoretical concepts such as 'systems change' or 'co-production' to bring about better outcomes for vulnerable people • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies •
Skills • Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge • A commitment to multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc • Ability to building relationships with and work positively in partnership with a range of statutory and voluntary agencies. • Ability to motivate and drive services to deliver case objectives and meeting key performance indicators • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Employ an empathetic and non-judgemental attitude towards service users. • Ability to maintain professional boundaries. • Ability to be creative, to be able to identify problems and work to create solutions • Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people. • Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users. • Willingness to keep abreast of relevant professional developments and to undertake training for the post.	**Skills** • Ability to identify and respond to political context advising senior officers where required. • A track record of successful conflict management and dealing with individuals who present challenging behaviour • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	**Skills** • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice • Strong influencing and stakeholder management skills and the ability to build relationships at all levels • Proven ability in brokering and leading complex, high level partnerships internally and externally

• Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint		

Rehousing Team Leader (Post No: 14897) Range 6

See Job Profile for full duties.
Main duties include:

Under the direction of the Rehousing Manager to take lead responsibility, support and manage the Rehousing Team Streams, to provide a proactive customer led service to support Medway residents, applying for social housing and those placed into temporary accommodation under a homelessness duty.

Ensure that accommodation provided for temporary accommodation is of the required standard and ensure rent is collected from paying households effectively and clients supported to maintain their accommodation.

To be responsible for undertaking, monitoring and evaluating service performance, identifying trends and analysing this to implement improvements and tailor service plans.

Responsibility for completion of Complaints, MP and Cllr Enquiries, Freedom of Information Requests and LGO responses

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 6A:	**Requirements at this level in addition to level 6A:**	**Requirements at this level in addition to level 6A and 6B:**
Qualifications • A good standard of general education (e.g. Level 2, GCSEs) including in Maths and English or • Equivalent Level 3 Chartered institute of Housing qualification	**Qualifications** • Evidence Continuing Professional Development (CPD)	**Qualifications** • Completion of Level 4 Chartered Institute of Housing qualification • Evidence Continuing Professional Development (CPD)
Knowledge • Thorough knowledge of the legislation and duties owed to single homeless persons by the Council under The Homeless Reduction Act 2017, Part V1 and Part V11 of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011 including statutory guidance for allocation of social housing and homelessness • Detailed working knowledge of homeless relief initiatives and their application and effectiveness • Detailed understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping • Comprehensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people • Knowledge of safeguarding, inclusion & diversity and legislation in relation to the role. • Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people.	**Knowledge** • Comprehensive knowledge and understanding of national and local housing issues and related policies. • Detailed knowledge of key factors, influences and legislation facing local government housing departments • Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises • Up to date knowledge of all relevant case law pertaining to homelessness and its application • A comprehensive knowledge and understanding of the housing and support needs of vulnerable applicants such as those with medical conditions or those fleeing domestic abuse. • Good political awareness and personal sensitivity	**Knowledge** • Advanced and authoritative knowledge and understanding of legislation, policy, procedure and practices in respect of homelessness, housing allocations, landlord and tenant law, immigration and welfare rights/benefit issues, relevant codes of guidance and case law. • Detailed understanding of Government agendas surrounding Crime and Disorder Act 1998. • Up to date knowledge of local social, justice and healthcare services and how to navigate systems and pathways into services • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care • A broad knowledge of the Children's Acts, Care Act and other relevant regulations involving vulnerable adults, young people and families • Understanding of budget management and control of public funds
Experience • At least 2 years' experience of delivering a high-quality customer service in a related area for a large local authority or comparable public sector organisation. • Experience of monitoring performance, producing reports and analysing data to drive service improvements. • Experience of effective joint working, successful multi agency working and operating in a demanding working environment. • Experience of dealing sensitively with distressed or challenging customers/service users	**Experience** • Significant experience in housing services or a related field, with a track record of delivering successful housing allocation and accommodation solutions. • Experience as a team manager within a large, complex, customer-focused organisation with a significant emphasis on performance management. • Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships.	**Experience** • At least 2 years' experience within a relevant Housing service • Demonstrable experience of overcoming resistance to change at all levels. • Extensive experience of running a service with high levels of demand, significant time pressure and conflicting priorities including crisis management within a local government housing environment. • Experience of designing and delivering service improvements to realise efficiencies and increase productivity. • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.

• Extensive experience of conducting thorough investigations and reviews of complex cases, with a focus on positive outcomes and preventing further escalation. • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.	• Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. • Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications. • Experience of monitoring performance, producing reports and analysing data to drive service improvements.	• Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role. • Able to provide guidance on internal procedures and interpret policies and procedures to meet specific circumstances or problems • Able to work independently within clear guidelines and regularly use initiative to make decisions • Able to work within legal, political and policy constraints and to follow internal procedures • Able to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Able to anticipate problems and provide effective and innovative solutions as well as preventing potential problems • Demonstrable ability to analyse and interpret varied and complex information or situations and develop solutions and/or strategies that take more than a year to formulate. • Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy • Able to lead, build, motivate and manage teams to achieve individual and organisational goals. • Ability to organise, plan and prioritise a varied workload to meet multiple tight and conflicting deadlines and respond effectively to emergencies that require immediate response. • Able to cope with conflict and control confrontational situations • Able to operate within tight financial management including budget preparation and commitment control. • The ability to apply good problem-solving skills, demonstrating initiative and innovation to produce solutions. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • Excellent leadership, negotiation and influencing skills. This must include the ability to develop, support, empower and motivate a team to achieve goals. • Excellent interpersonal skills, with the ability to communicate complex issues clearly and simply in a compassionate and empathetic way in a demanding environment. • Proven ability to influence performance and relationships to achieve better outcomes for vulnerable people. • Confidence to collate, present and analyse large amounts of complex data. • Proven ability to develop, cultivate and work collaboratively with partner organisations, negotiating as required to achieve shared outcomes. • Strong influencing and stakeholder management skills with an ability to build relationships at all levels including at a political and senior management level • Ability to advocate on customers' behalf with other agencies, statutory and voluntary and other members of the public	**Skills** • Able to identify and respond to political context advising senior officers where required. • Well-developed strategic and critical thinking. • Able to build strong relationships with services, partners and citizens to engage and influence them to support and drive participative policy making • Able to adapt and respond to unexpected situations flexibly, help mobilise people to create and test ideas • Proven ability to use performance monitoring and management techniques to achieve service targets • Able to lead projects that have explored new models of delivery and delivered significant savings. • Proven ability in brokering and leading complex high-level partnerships internally and externally

Rehousing Manager (Post No: 14873) Range 7

See Job Profile for full duties.
Main duties include:

Responsibility for the management and strategic aims of the Rehousing services, including housing allocations, temporary accommodation, and rent collection.

Responsibility for procurement of accommodation and management of a diverse portfolio of properties, including accommodation that is leased, council owned, nightly paid and other procured units.

Provide professional expertise, skills and guidance to other employees within the service to ensure professional standards of practice are maintained and statutory duties are met.

Develop service plans for the teams, ensuring the organisation is compliant with all relevant statutory legislation. Where required monitor and review all planned interventions to ensure that they are delivered within the relevant frameworks.

Manage budgets and finances for the services, including the management of income collection for households in temporary accommodation. This will also include collection of former tenant debt and other housing related debt for customers owing to the housing service

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 7A:	**Requirements at this level in addition to level 7B:**	**Requirements at this level in addition to level 7A and 7B:**
Qualifications • Educated to degree level or • Equivalent Level 3 Chartered institute of Housing qualification	**Qualifications** • Evidence Continuing Professional Development (CPD)	**Qualifications** • Completion of Level 4 Chartered Institute of Housing qualification • Evidence Continuing Professional Development (CPD)
Knowledge • Advanced and authoritative knowledge and understanding of legislation, policy, procedure and practices in respect of homelessness, housing allocations, landlord and tenant law, welfare rights/benefit issues, relevant codes of guidance and case law. • Comprehensive knowledge and understanding of national and local housing issues and related policies. • Up to date knowledge of local social, justice and healthcare services and how to navigate systems and pathways into services • Comprehensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people • Knowledge of safeguarding, inclusion & diversity and legislation in relation to the role. • Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people. • Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care	**Knowledge** • In-depth knowledge of the standards required to deliver excellent customer service, especially in the public sector • A broad knowledge of the Children's Acts, Care Act and other relevant regulations involving vulnerable adults, young people and families • Sound political awareness and personal sensitive especially as it relates to working in a local authority • In-depth understanding of the public policy context in which the Council operates. • Understanding of what change the council wants to deliver and actively seeking out partnership opportunities to drive this agenda, embedding and monitoring outcomes. • Sound working knowledge of research techniques. • A strong understanding of equality, diversity and inclusion and its impact/role within partnership working. • Strong political awareness and personal sensitivity. • Thorough understanding of local government operational structures e.g. governance processes & approvals; Cabinet, Full Council and/or committee processes; Constitution; financial regulations. • Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises	**Knowledge** • Understands the leadership of change in a political environment. • In-depth knowledge of the financial and regulatory framework and funding regimes relating to meeting housing needs • Good understanding of systems leadership • Proven ability in brokering and leading complex, high level partnerships internally and externally
Experience • Strong track record of leading and managing high performing teams, delivering a statutory front line service and ensuring every team member contributes to achieving positive outcomes for our customers. • At least 5 years' experience of running a service with high levels of demand, significant time pressure and conflicting priorities including crisis management within a public service environment. • Experience of setting targets, monitoring performance against these targets and taking remedial action where targets are not met • Experience of interpreting information, with a flexible and creative problems solving approach, making rational, realistic and sound decisions. • Experience of dealing with challenging and vulnerable customers and to take appropriate follow up action. • Extensive experience of conducting thorough investigations and reviews of complex cases, with a focus on positive outcomes and preventing further escalation. • Proven experience of developing strategies and undertaking consultations with a range of interest groups and individuals • Experience of managing poor performance and challenging staff members	**Experience** • Significant experience of successful budget and risk management, including forecasting expenditure and obtaining value for money through procurement particularly in relation to meeting the Council's temporary accommodation obligations • Experience of linking strategic partnerships with relevant internal work in a timely manner to take advantage of opportunities and limit possible divergence on key issues. • Proven success in developing effective working relationships and partnerships with contractors, residents and the wider community to achieve better outcomes • Experience of establishing and implementing business planning processes and performance management systems to ensure appropriate and cost-effective service delivery • Extensive, demonstrable experience of overcoming resistance to change at all levels. • Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.	**Experience** • The experience and confidence to question and challenge conventional thinking, with a continual eye on innovation and new ways to improve the customer journey and outcomes • Experience of working successfully with elected Members and navigating a complex political landscape • Significant experience of successfully implementing forward thinking and innovative service changes to realise efficiencies and increase productivity. • Experience of writing Cabinet/Committee reports and taking them through council governance and approval processes or equivalent governance system/process • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

• Experience of preparing and presenting complex reports and making recommendations for change to senior managers. • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.		
Skills • Exceptional leadership skills, modelling a strong performance culture and constructively building achievement, confidence and skills in others • Ability to influence people and events both formally and informally, through successful communication, negotiation and persuasive skills and to implement agreed practical solutions • An innovative approach and flexible management style. • Able to develop talent • Able to represent the association internally and externally with key stakeholders • A strong commitment to service excellence, customer care and continuous improvement • Excellent ability to analyse and understand trend and performance data for housing and the ability to report on key statutory information • Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions • Ability to negotiate with partners and have the confidence to present information and findings clearly to both lead and influence others behaviour through effective relationship building. • Ability to lead and direct service planning and delivery and performance manage, monitor and take corrective action if necessary. • Excellent performance and financial management skills • A high degree of personal probity, honesty and integrity and commitment to the values of public service • Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people. • Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint	**Skills** • Ability to work effectively across a range of service disciplines and with a range of people. • Ability to work in a collaborative way to transform service delivery including the ability to manage internal departmental relationships • Ability to nurture an innovation culture challenging the status quo and providing scope for staff to experiment with new or innovative solutions • Ability to communicate complex ideas, concepts, issues and financial information clearly and simply both verbally and in writing. • Able to deliver change effectively, getting staff buy-in and support. • The ability to take difficult decisions when required to manage conflict positively	**Skills** • Ability to think strategically and analytically, to interpret information and use as a basis for strategy development and decision making • An empowering style, valuing the contributions of others, with a personal commitment to encouraging continuous learning and a “can do” outlook • Evidence of being a strong corporate player who will lead, motivate and inspire their teams and build a high performing culture. • A demonstrably high level of innovation and creativity to address complex housing issues and develop innovative or bespoke solutions • Proven ability in brokering and leading complex, high level partnerships internally and externally