

Rough Sleeping Navigator (Post No: 15787) Range 3

See Job Profile for full duties.

Main duties include:

To provide a supportive response to rough sleepers. You will be responsible for conducting work across Medway to verify, engage and support rough sleepers. You will have experience in dealing with rough sleepers with multiple needs and able to work with challenging behaviour.

To follow up individuals sleeping rough and liaise with partner agencies to deliver multi-agency reports and interventions, within Medway.

To provide information and advice on support services available and provide assistance in exploring various housing options. To seek resettlement and move on options for long term rough sleepers.

To be able to adapt working practises to work with vulnerable people both on the streets and within accommodation.

To carry a case load of clients, ensuring they are effectively supported, and this is followed up with effective casework management including client centred support plans, risk assessments and needs assessments.

Able to deliver telephone out of hours support service on a rota basis.

To be able to work flexibly which may include early mornings and evenings.

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Requirements at level 3A:	Requirements at this level in addition to level 3A:	Requirements at this level in addition to level 3A and 3B:
Qualifications - A good standard of general education (GCSE Grade A* - C) including Maths and English or - Equivalent housing qualification at Level 2	Qualifications Completion of role specific training as identified during Performance Appraisal Review	Qualifications Completion of role specific training as identified during Performance Appraisal Review
Knowledge - Understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages. - Understanding of the causes of homelessness and social exclusion and approaches which seek to address this. - Understanding the impact of rough sleeping on individuals' health and wellbeing and the disadvantages and barriers experienced because of sleeping rough - Understanding of outreach, accommodation projects and services that can help vulnerable people. - Knowledge of safeguarding children and vulnerable adults' procedures as it affects the role - Understanding of welfare benefits and associated challenges faced by those sleeping rough - Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality. - Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role	Knowledge - Knowledge of the housing options and best practice available to relieve and prevent homelessness - Knowledge of best practices and initiatives on preventing rough sleeping - Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals - Drug and alcohol awareness and harm minimisation advice	Knowledge - Knowledge of housing and homelessness legislation such as the Housing Act 1996; Homelessness Code of Guidance; and Homelessness Reduction Act 2017 - Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services - Good knowledge of the Settled Status application process for EEA nationals

<u>Experience</u> • Experience of working with single homeless adults and/or those affect by rough sleeping and people facing multiple disadvantages. • Experience of using case work management systems and key-working support to ensure outcomes are met. • Experience of completing Needs & Risk Assessment and Support Planning which empowers service users and maximises the independence of people with complex needs Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations • Experience of 1:1 support work relating to vulnerable people • Experience of using/inputting on to various Management Information Systems.	<u>Experience</u> • Experience of working in an outreach setting • Experience of managing clients in crisis or challenging behaviour. • Experience of advocating on customer’s behalf with other statutory and voluntary agencies and members of the public • Experience of case management and delivering case-coordination in a multiagency • Experience of working with homelessness individuals with mental health and/dual diagnosis	<u>Experience</u> • At least 2 years’ experience with evidencable successful outcomes with rough sleepers • Experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies. • Experience of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation • Experience of utilising a range of housing options to relieve and prevent homelessness • 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
<u>Skills</u> • To undertake work out of hours including weekends and evenings. • To work in collaboration and partnership with stakeholders to investigate areas of known and new rough sleeping. • To maintain accurate records detailing the rough sleeping cohort, including updating the centralised referral list. • To produce high quality support plans with a client centred approach. • To provide a multi-agency response and communicate information between all agencies to reduce rough sleeping and increase access to support services. • To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance. • Facilitating the re-connection of individuals with the areas in which they are from. • To ensure lone working policies and procedures are always followed. • To meet agreed performance targets, including maintaining high standards of record keeping. • Must be able to work effectively and flexibly as part of a team to achieve the targets of the Housing Needs Team. • Must be able to deal with difficult situations to achieve positive outcomes. • Employ an empathetic and non-judgemental attitude towards service users.	<u>Skills</u> • 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 regulation. • Ability to present complex information and reports in a concise and clear manner either orally or in writing. • Ability to identify and mitigate of health and safety resulting from delivering a service to rough sleepers and people with complex needs	<u>Skills</u> • Ability to identify people’s strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • 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

Customer Relations Officer (Post No: 12108) Range 3

See Job Profile for full duties.
Main duties include:
To take a lead role to investigate and draft responses to complaints, member enquires, Freedom of Information requests and Ombudsman enquiries received by Housing Services. Ensure that a professional unbiased consideration is always applied ensuring our service users are given a fair and equitable response within a measured timeline.

To manage and ensure effective arrangements are in place to monitor all complaints and enquiries received in relation to the service and provide reports as necessary.

To establish positive and constructive relationships with senior and team managers across the service, the Local Government Ombudsman and other relevant departments across the Council.

Promote best practice and sound customer care across the service and use feedback from complaints and enquiries to aid continual service improvement.

To manage and monitor on going learn from complaints and enquiries

Ensure customer satisfaction surveys are regularly undertaken in terms of Housing Services Complaints Management. Produce monthly analysis reports of complaints received within the service.

To take a lead role for administration of any complaints referred to the Landlord Services Designated Persons Panel, including preparation of reports and papers for board meetings

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 3A:</u>	<u>Requirements at this level in addition to level 3A:</u>	<u>Requirements at this level in addition to level 3A and 3B:</u>
<u>Qualifications</u> • A good standard of general education (GCSE Grade A* - C) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Understanding of good practice in complaints management • A clear understanding of data protection issues and client confidentiality. • A clear understanding and commitment to equalities, diversity and inclusion. • Detailed understanding of good customer service • Understanding of safeguarding sufficient to ensure safeguarding is appropriately identified and responded to	<u>Knowledge</u> • Knowledge of the Complaint Handling Code • Knowledge of at Local Government and Social Care Ombudsman and Housing Ombudsman complaint processes • Good understanding of General Data Protection Regulation (GDPR) and the Council's responsibilities as it relates to the role.	<u>Knowledge</u> • Good knowledge of housing regulations including the Council's homelessness and landlord obligations • Knowledge of impact of mental health, neurodiverse conditions and other support needs on excellent customer service delivery • Knowledge of various types of abuse including gender and honour-based violence and its impacts especially on vulnerable people
<u>Experience</u> • At least 12 months' experience within a frontline public sector service • Experience of working within a complaints and customer relations function • Extensive experience in the use of IT systems such as word, excel and Microsoft office packages and their application to management and administrative processes. • Experience of thoroughly analysing information, and considering alternative solutions, adapting to new ways of working where necessary. • Experience or understanding of housing processes and issues relating to meeting housing need, provision and development and landlord services. • Experience of planning ahead and having the ability to respond positively to change. • Experience of providing information and advice on internal procedures related to employees.	<u>Experience</u> • Experience in complaint handling/dispute resolution • Experience handling complex complaints • Complaints handling and/or experience of working in a problem-solving customer service role). • Proven experience of working with and relating to people at all levels, and to deal with senior management and a range of external stakeholders with confidence • Proven experience of overseeing management of complaint responses, liaising with key stakeholders to ensure effective outcomes delivered and communicated clearly and effectively	<u>Experience</u> • At least 3 years' experience with evidencable successful outcomes dealing with complaints within a public sector service • Experiencing of leading investigations and resolving complex complaints involving multiple issues and stakeholders • Experience of preparing and delivering training to teams of various sizes • 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
<u>Skills</u> • Good oral and written communication skills, with an adaptable style and able to use a variety of information and tailor style to suit different needs • Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way. • Ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands • Ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans • Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems • Ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people • Ability to supervise, co-ordinate or train other employees where required • Ability to handle and process cash/documentation relating to small financial amounts (i.e. up to £250 per day) • Ability to work within different policy frameworks and follow a process or protocols within set guidelines. • Ability to organise and prioritise own workload, within defined requirements for the role, in a fast-paced environment	<u>Skills</u> • Strong interpersonal skills and the ability to communicate well with a wide range of people (e.g. members of the public, service users, providers of services), and to be able to effectively represent the Directorate both within the Council and with partner organisation. • Ability to analyse and interpret complex information and present the essential elements, both verbally and in written and/or numerical format, in a clear and accessible way.	<u>Skills</u> • Ability to lead investigations and resolve complex complaints involving multiple issues and stakeholders • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to identify and respond to political context advising senior officers where required. • Proven ability in brokering and leading complex, high level partnerships internally and externally

Outreach Officer (Post No: 14605) Range 3

See Job Profile for full duties.

Main duties include:

To provide a compassionate and supportive outreach response to service users who to rough sleepers and street drinkers, including carrying out weekly assertive outreach.

To provide responsive and effective support to those people who are currently living on the streets to enter safe and suitable accommodation and avoid becoming entrenched in a street culture.

Act as individual 'Keyworker' to a group of identified people, taking lead responsibility (and acting as lead contact with other services) for the co-ordination and delivery of their support.

To be able to work flexibly which includes early mornings, evenings and weekends on a rota-based system.

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 3A:</u>	<u>Requirements at this level in addition to level 3A:</u>	<u>Requirements at this level in addition to level 3A and 3B:</u>
<u>Qualifications</u> • A good standard of general education (GCSE Grade A* - C) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages. • Understanding of the causes of homelessness and social exclusion and approaches which seek to address this. • Understanding the impact of rough sleeping on individuals' health and wellbeing and the disadvantages and barriers experienced because of sleeping rough • Understanding of outreach, accommodation projects and services that can help vulnerable people. • Knowledge of safeguarding children and vulnerable adults' procedures as it affects the role • Understanding of welfare benefits and associated challenges faced by those sleeping rough • Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality. • Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role	<u>Knowledge</u> • Knowledge of the housing options and best practice available to relieve and prevent homelessness • Knowledge of best practices and initiatives on preventing rough sleeping • Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals • Drug and alcohol awareness and harm minimisation advice	<u>Knowledge</u> • Knowledge of housing and homelessness legislation such as the Housing Act 1996; Homelessness Code of Guidance; and Homelessness Reduction Act 2017 • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • Good knowledge of the Settled Status application process for EEA nationals
<u>Experience</u> • At least 12 months' experience within a homelessness prevention service for single vulnerable adults • Experience of working with single homeless adults and/or those affect by rough sleeping and people facing multiple disadvantages. • Experience of using case work management systems and key-working support to ensure outcomes are met. • Experience of completing Needs & Risk Assessment and Support Planning which empowers service users and maximises the independence of people with complex needs Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations • Experience of 1:1 support work relating to vulnerable people	<u>Experience</u> • Experience of working in an outreach setting • Experience of managing clients in crisis or challenging behaviour. • Experience of advocating on customer's behalf with other statutory and voluntary agencies and members of the public • Experience of case management and delivering case-coordination in a multiagency • Experience of working with homelessness individuals with mental health and/dual diagnosis	<u>Experience</u> • At least 2 years' experience with evidencable successful outcomes with rough sleepers • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies. • Experience of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation • Experience of utilising a range of housing options to relieve and prevent homelessness • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours

Experience of using/inputting on to various Management Information Systems.		Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills - Ability to deliver assertive outreach service to rough sleepers and street homelessness throughout Medway. - To undertake work out of hours including weekends and evenings. - To work in collaboration and partnership with stakeholders to investigate areas of known and new rough sleeping. - Contact those individuals sleeping rough, promoting and encouraging their engagement with support services and options for accessing accommodation. - To maintain accurate records detailing the rough sleeping cohort, including updating the centralised referral list. - To attend weekly operational meetings, focusing on the high profile, high-risk cases. - To provide a multi-agency response and communicate information between all agencies to reduce rough sleeping and increase access to support services. - To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance. - Facilitating the re-connection of individuals with the areas in which they are from. - To ensure lone working policies and procedures are always followed. - Employ an empathetic and non-judgemental attitude towards service users.	Skills - 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 regulation. - Ability to present complex information and reports in a concise and clear manner either orally or in writing. - Ability to identify and mitigate of health and safety resulting from delivering a service to rough sleepers and people with complex needs	Skills - Ability to identify people’s strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) - 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

Supported Housing Improvement Programme (SHIP) Officer (Post No: 15978) Range 4

See Job Profile for full duties.

Main duties include:

To support the improvement of standards, performance and value for money of supported housing provision across Medway in accordance with relevant legislation and regulations on behalf of Medway Council.

To support delivery of the SHIP project including the following:

- the detailed reviewing of policy, procedures, risk assessments and support plans included both in data/written format but also through checking operation through observation and collecting information from staff and residents.
- Review and evaluate housing benefit claims to ensure compliance with statutory frameworks.
- Undertake compliance inspections and performance reviews of supported housing schemes to inform monitoring and service improvement.
- To coordinate stakeholder engagement and represent the council in cross-agency housing improvement initiatives.

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 (GCSE Grade A* - C) including Maths and English or - Equivalent housing qualification at Level 2	Qualifications Relevant property inspection qualification such as HHSRS	Qualifications Evidence of Continued Professional Development (CPD)
Knowledge - A broad understanding of the relevant legislation relating to the specific area of work such as the Universal Credit and Housing Benefit system, Supported Housing Standards, Homelessness. - A broad understanding of the supported housing sector. - Knowledge of the housing problems faced by single people in Kent and Medway - Working knowledge of housing benefit and council tax regulations	Knowledge - Comprehensive understanding of Exempt Housing Benefit regulations - Comprehensive understanding of what makes a good support plan - Extensive knowledge of housing and homelessness pathways and resettlement options available for vulnerable people. - A good understanding of how supported housing operates and issues relating to housing management quality standards in supported accommodation.	Knowledge - In-depth knowledge of Exempt Housing Benefit regulations. - In-depth knowledge of the Supported Housing (Regulatory Oversight) Act 2023 - An understanding of wider housing policy and how it impacts the supported housing sector. - An understanding of the interlinked relationship between social care, housing benefit and homelessness.

		• A comprehensive understanding of property and HMO regulations in the private sector, and the powers of the local authority if there is a breach of these regulations.
Experience • Experience of working with vulnerable people • Experience of working within either: ○ a financial services environment such as Revenues or Benefits, payroll, etc, or; ○ a housing department with responsibility for building standards or; ○ a monitoring function or understanding of the delivery of support> • Experience of dealing with confidential and sensitive data • Experience of producing detailed and accurate reports and letters to other professionals. • Experience of successful co-operation and team working with partner organisations.	Experience • Demonstrable experience of providing general information, advice and guidance on procedures or relevant legislation or national policy. • Demonstrable experience of completing service assessments and reporting on findings at a high level. • Demonstrable experience of carrying out interviews with members of the public and producing witness statements. • Experience in assessing homes using HHSRS. • Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and being able to manage expectations to resolve conflict.	Experience • At least 2 years' experience ensuring the quality of housing related support or supported housing services. • Demonstrable experience of delivering projects with various stakeholders. • Demonstrable experience of assisting services to develop and write process and policy. • Demonstrable 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. • Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • Demonstrable ability to build rapport and understanding with a range of people including supported housing residents and other professionals to gather evidence. • Demonstrable ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans. • Demonstrates the ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands. • Ability to evaluate quality and standards, providing advice, guidance, support and challenge. • Ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. • Ability to work for periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation. • Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day. • Ability to carry out tasks which impact on the wellbeing of people, including assessing needs implementing care/welfare, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems. • Either a full valid driving licence for use in the UK, or the ability to access public transport for work related purposes.	Skills • 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 confidently challenge and effectively manage conflicting evidence or statements. • Ability to motivate and drive services to deliver case objectives or meeting key performance indicators. • Ability to present complex information and reports in a concise and clear manner either orally or in writing.	Skills • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way to a high-level audience. • Strong influencing and stakeholder management skills and the ability to build relationships at all levels. • Ability to recognise own and others' learning styles and adapt accordingly. • Ability to undertake work that requires a range of imaginative solutions and responses and/or involves application of fresh and innovatory thinking.

See Job Profile for full duties. Main duties include: Manage and co-ordinate resettlement activity for current and former people sleeping rough who need to access suitable accommodation to maximise the number of people living in stable accommodation to improve the quality of life for these individuals. Develop partnership work with private and registered social landlords, support providers and voluntary sector agencies which can assist in the ongoing accommodation and support provision to enable the maximum number of units and opportunities are available to this group of people. Oversee performance management for commissioned move on services against contractual targets of Medway Council to ensure cost effective utilisation of these resources. The post will additionally manage a resettlement officer. Management of Medway Rough Sleeping Initiative's direct and indirect budgets and financial processes (personal budgets and spend on resettlement e.g. rents in advance) to ensure effective use of resources to maximise outcomes and provide value for money.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (GCSE Grade A* - C) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> • 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)
<u>Knowledge</u> • Detailed knowledge of homelessness and rough sleeping and its causes and impact • Knowledge of best practices and initiatives on preventing rough sleeping • Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals • Knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to homeless individuals and rough sleepers • Knowledge of developing and maintaining strong partnerships. • Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation • Knowledge of health and safety issues and how to mitigate these issues delivering a service to rough sleepers and people with complex needs • Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role • Knowledge of the equality, diversity and inclusion challenges faced by homeless people.	<u>Knowledge</u> • Understanding of a local authority's homelessness duties, the Homelessness Reduction Act (2018) and the Care Act (2014). • 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 • Good knowledge of the Settled Status application process for EU nationals • 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	<u>Knowledge</u> • Understanding of Government agendas surrounding Crime and Disorder Act 1998, Homeless Reduction Act 2017, and Rough Sleeper Initiatives • Knowledge of the Homelessness Code of Guidance • Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services • An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care.
<u>Experience</u> • Demonstrable experience of working with people with a history of sleeping rough. • Demonstrable experience of successful co-operation and team working with partner organisations. • Experience of utilising a range of housing options to relieve and prevent homelessness • 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	<u>Experience</u> • At least 12 months' demonstrable managerial experience within a homelessness prevention service for single vulnerable people • Experience of managing a team • Relevant demonstrable experience of case management and delivering case-coordination in a multiagency setting in a related field. • Experience of working in an outcomes-focused environment. • Experience of working with homelessness individuals with mental health and/dual diagnosis • Experience of supporting individuals within a team and inter-team environments and supporting and motivating others	<u>Experience</u> • At least 2 years' experience with evidencable successful outcomes with rough sleepers • Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs • Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict • Experience of actively working with stakeholders to find creative solutions to complex cases and situations • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours

• Experience of working effectively as a part of a busy team as well as being able to manage your own case load • Experience of advocating on customer's behalf with other statutory and voluntary agencies and members of the public		• Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
Skills • Ability to manage team using case work practice • Ability to motivate and support a team to expected outcomes and meet key performance indicators • Ability to maintain professional boundaries. • 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. • Ability to present complex information and reports in a concise and clear manner either orally or in writing. • Ability to identify and mitigate of health and safety resulting from delivering a service to rough sleepers and people with complex needs • 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 • A commitment to ensuring that people affected by homelessness and rough sleeping are treated with respect and dignity. • Employ an empathetic and non-judgemental attitude towards service users. • Ability and willingness to use own initiative to achieve outcomes and meet demands. • A problem-solving approach to work and a willingness to find creative solutions	Skills • Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) • Ability to manage conflict and deal with individuals who present challenging behaviour • Excellent communication, writing and presentation skills with the ability to tailor message to a range of audiences	Skills • Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. • Ability to identify and respond to political context advising senior officers where required. • 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

Outreach Team Leader (Post No: 15013) Range 4

See Job Profile for full duties.

Main duties include:

To manage and provide a supportive outreach response to rough sleepers.

To follow up individuals sleeping rough and liaise with partner agencies to deliver multi-agency reports and interventions, within Medway.

To provide information and advice on support services available and provide assist in exploring various housing options.

To seek resettlement and move on and develop housing pathways, protocols options for long term rough sleepers.

To provide assertive outreach (focused and determined discussions on the streets) to assist rough sleepers to improve their current situation and access accommodation, treatment, primary care and other relevant services that will move them away from a street-based lifestyle.

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 4A:</u>	<u>Requirements at this level in addition to level 4A:</u>	<u>Requirements at this level in addition to level 4A and 4B:</u>
<u>Qualifications</u> • A good standard of general education (GCSE Grade A* - C) including Maths and English or • Equivalent housing qualification at Level 2	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> • 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)
<u>Knowledge</u> - Detailed knowledge of homelessness and rough sleeping and its causes and impact - Good working knowledge of outreach, accommodation projects and services that can help vulnerable people. - Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals - Knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to homeless individuals and rough sleepers - Knowledge of developing and maintaining strong partnerships - Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation - Knowledge of health and safety issues and how to mitigate these issues delivering a service to rough sleepers and people with complex needs - Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role - Knowledge of the equalities and diversity	<u>Knowledge</u> - Understanding of a local authority’s homelessness duties, the Homelessness Reduction Act (2018) and the Care Act (2014). - 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 - Good knowledge of the Settled Status application process for EU nationals - 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	<u>Knowledge</u> - Understanding of Government agendas surrounding Crime and Disorder Act 1998, Homeless Reduction Act 2017, and Rough Sleeper Initiatives - Knowledge of the Homelessness Code of Guidance - Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services - An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care. - Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours
<u>Experience</u> - Demonstrable experience of working with people with a history of sleeping rough. - Demonstrable experience of successful co-operation and team working with partner organisations. - Experience of utilising a range of housing options to relieve and prevent homelessness - 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 effectively as a part of a busy team as well as being able to manage your own case load - Experience of advocating on customer’s behalf with other statutory and voluntary agencies and members of the public	<u>Experience</u> - Experience of managing a team - Relevant demonstrable experience of case management and delivering case-coordination in a multiagency setting in a related field. - Experience of working in an outcomes-focused environment. - Experience of working with homelessness individuals with mental health and/dual diagnosis - Experience of supporting individuals within a team and inter-team environments and supporting and motivating others	<u>Experience</u> - At least 2 years’ experience with evidencable successful outcomes with rough sleepers - Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs - Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict - Experience of actively working with stakeholders to find creative solutions to complex cases and situations - Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies
<u>Skills</u> - Ability to manage team using case work practice - Ability to motivate and support a team to expected outcomes and meet key performance indicators - Ability to maintain professional boundaries. - 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. - Ability to present complex information and reports in a concise and clear manner either orally or in writing. - Ability to identify and mitigate of health and safety resulting from delivering a service to rough sleepers and people with complex needs - 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 - A commitment to ensuring that people affected by homelessness and rough sleeping are treated with respect and dignity. - Employ an empathetic and non-judgemental attitude towards service users. - Ability and willingness to use own initiative to achieve outcomes and meet demands.	<u>Skills</u> - Ability to identify people’s strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage) - Ability to manage conflict and deal with individuals who present challenging behaviour - Excellent communication, writing and presentation skills with the ability to tailor message to a range of audiences	<u>Skills</u> - Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities. - Ability to identify and respond to political context advising senior officers where required. - 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

• A problem-solving approach to work and a willingness to find creative solutions to challenges		
Domestic Abuse Project Officer (Post No: 15499) Range 5		
See Job Profile for full duties. Main duties include: The postholder will coordinate Local Partnership Board (LPB) meetings and provide data collation and dissemination, ensure communications and planned activities are kept up to date and provide administrative support to related subgroups and deliver various projects set from the priorities of the LPB, as laid out in the Strategy. They will be responsible for the development, coordination and delivery of a communications plan for domestic abuse work through the LPB and this will require coordination and collaboration with partners and members regularly. They will gather case studies and conduct evaluations that focus on outcomes and effectiveness of all projects under the LPB so that evidence-based reports can be generated. The ability to analyse, interpret, and draw conclusions from case studies, reports and data is essential. The postholder will understand the barriers that can prevent people from accessing services and work with existing services to address these barriers.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> • A good standard of general education (AS – A Level) including GCSE in Maths and English at Grades A* - C or • Domestic abuse qualification at Level 3	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of role specific training as identified during Performance Appraisal Review
<u>Knowledge</u> • Strong knowledge of project management principles • An excellent working knowledge of key issues faced by people Domestic Abuse victims and survivors • Understanding of domestic abuse and its effects on diverse groups and children • An understanding of the link between violence, abuse, exploitation and homelessness, and a willingness to develop this knowledge particularly around domestic abuse, other forms of violence against women and girls, hate crime and youth violence. • Good working knowledge of the principals of confidentiality and to be able to apply them to complex practical situations • Practical understanding of diversity and experience of applying its principles in the workplace	<u>Knowledge</u> • A comprehensive knowledge of current legislation, policy and practice developments relating to, Domestic Abuse victims and survivors • Detailed knowledge of the issues involved in the operational delivery of a domestic abuse service • Extensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for survivors of domestic abuse • 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	<u>Knowledge</u> • Good knowledge of housing regulations including the Council’s homelessness and landlord obligations • An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care.
<u>Experience</u> • Experience of producing protocols and procedures for projects and contributing to strategic development and service planning • Experience of using customer, market and service data to inform decision making • Experience of developing, managing and delivering projects with various stakeholders • Excellent planning and organisation skills and the ability to prioritise demanding workloads to meet deadlines. • Experience of developing and building good relationships with colleagues and external organisations • Experience of performance management and data recording	<u>Experience</u> • At least 12 months’ experience within a frontline public sector service • Experience of adhering to administrative systems and processes and providing administrative project support. • Experience of working in an outcomes-focused environment. • Experience of supporting individuals within a team and inter-team environments and supporting and motivating others	<u>Experience</u> • At least 3 years’ experience with evidencable successful outcomes managing projects or working with victims and survivors of domestic abuse • Experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies. • Experience of actively working with stakeholders to find creative solutions to complex cases and situations • Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict • 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 - Able to consult all relevant stakeholders, members of the community, service users, statutory and voluntary sectors, to persuade, motivate and gain a shared commitment to achieve set objectives - Collate and analyse a wide range of complex quantitative and qualitative information to monitor the needs of the local population and translate this into an accessible format to enable the identification of priorities and inform the development of local services and interventions - Able to plan, organise and prioritise multiple work streams in collaboration with partner organisations to meet shared targets within time parameters - Ability to use analytical skills to interpret complex information and situations and preparing meaningful reports. - Develops solutions or plans which take several months up to a year to formulate. - Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovatory thinking - Developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences - Ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions must be made without access to a manager. - Ability to manage high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands - Ability to liaise with a range of frontline and management professionals, and sometimes applicants affected by violence or abuse in a sensitive and appropriate manner.	Skills - Proven track record in the successful development and implementation of fundamental improvement/change programmes, ensuring business plans are focused and meet service requirements - Ability to draw together data and undertake research, analysis and consultation to assist the process of policy development. - Ability to supervise, co-ordinate or train other employees where required. - Ability to provide a culture of continuous improvement - Ability to work closely with people that have been affected by domestic abuse, in a way that respects their individual circumstances	Skills - Able to identify opportunities, problems or obstacles and is prepared to act now to shape and implement a vision for the future - Ability to manage multiple tasks which have a common outcome to be achieved within a finite timescale requiring the co-ordination of activities and people, outside the role's routine responsibilities - Proven ability in brokering and leading complex, high level partnerships internally and externally

Supported Housing Improvement Programme (SHIP) Manager (Post No: 15977) Range 5

See Job Profile for full duties.

Main duties include:

To lead the day-to-day management of the Supported Housing Improvement Programme which has the aim of driving up of standards, performance and value for money across supported housing in Medway, Swale, Tonbridge Wells and Maidstone in accordance with all relevant legislation and regulations on behalf of Medway Council.

To deliver the aims of the SHIP project including the following the accurate assessment of new claims for Housing Benefit in supported accommodation including investigation into the provider's registration and structure, the inspection of properties used by providers of supported housing for their residents, the detailed reviewing of policy, procedures, risk assessments and support plans and operations of the supported accommodation schemes

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 (AS – A Level) including GCSE in Maths and English at Grades A* - C OR - Equivalent housing or social care or commissioning qualification at Level 3 - Certification in Housing Health and Safety Rating System (HHSRS)	Qualifications Completion of Complete Medway Manager Training (or alternative corporately available management training)	Qualifications - Completion of relevant Level 4 Chartered Institute of Housing qualification or equivalent qualification OR relevant equivalent experience. - Evidence of Continuous Professional Development (CPD)
Knowledge	Knowledge	Knowledge

• Demonstrable knowledge and understanding of project management. • Demonstrable knowledge of the private rented sector standards. • Detailed knowledge of the Supported Housing (Regulatory Oversight) Act 2023. • Demonstrable knowledge of housing policies, regulations and procedures in relation to supported accommodation. • Detailed knowledge of housing benefit and council tax benefit administration, legislation and a good understanding of how other welfare benefits are administered. • Detailed Knowledge of how supported housing is funded by housing benefit. • Knowledge of developing and maintaining strong partnerships. • Knowledge of safeguarding children and vulnerable adults' procedures. • Knowledge of housing management quality and standards in supported accommodation	• Knowledge of the issues and challenges in delivering and accessing housing related support. • Extensive knowledge of the issues and challenges facing single vulnerable people with support needs. • Detailed knowledge of the issues involved in the operational delivery of housing related support. • Good understanding of the Health and Housing Safety Standards (HHSRS.) • 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 of national and regional housing issues • Knowledge of key principles, procedures and standards for delivering excellent housing related support services (e.g. Supporting People Outcomes Framework) • Up to date knowledge of Government policy in relation to housing, health, social care
Experience • Demonstrable experience of co-operation and working with partner organisations. • Demonstrable experience of providing information and advice on internal procedures related to employees. • Experience of developing performance matrices to identify poor performance and ways of driving improvement. • Experience of compiling and monitoring statistical returns. • Experience of managing projects. • Experience of working with external partners and providers in delivering and improving services. • Experience of producing and presenting reports to senior management. • Experience of liaising across a broad range of stakeholders, management and staff. • Experience of working in an outcomes-focused environment. • Experience of producing project documentation	Experience • Experience of overseeing quality, efficiency and effectiveness in the delivery of housing related support. • Experience of managing a team to resolve complex partnership issues to achieve favourable outcomes. • Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs. • Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict. • Experience of actively working with stakeholders to find creative solutions to complex cases and situations.	Experience • At least 2 years' experience of managing a multi-disciplinary team to oversee quality and standards in a housing related service. • At least 2 years of demonstrable experience of delivering project goals. • A broad knowledge of the 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. • 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 present complex/sensitive information in an understandable way, to a range of audiences. • Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers for advice on policy/resource issues. • Demonstrates the ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands. • Demonstrates the ability to work for periods of hours at a time (e.g. a morning or afternoon). undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation. • Demonstrable ability to supervise, co-ordinate or train other employees. • Ability to motivate and drive services to deliver case objectives and meeting key performance indicators • Ability to maintain professional boundaries. • Ability to be creative, identify problems and work to create solutions	Skills • Skilled in key factors involved in successfully managing a project such as conflict resolution, risk management and communication. • Ability to lead and guide both internal and external teams in the implementation of change where required.	Skills • Demonstrable ability to analyse and interpret varied and complex information and develop strategies. • Ability to think strategically and observe how the SHIP project links with the Council's priorities and strategic aims of the City Plan, Housing Strategy and the Homelessness and Rough Sleeping Strategy. • An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care. • Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours. • Proven ability in brokering and leading complex, high level partnerships internally and externally.

Rough Sleeper Coordinator (Post No: 14285) Range 5

See Job Profile for full duties. Main duties include: Co-ordinate the development of Medway Council’s strategic housing response to rough sleeping in conjunction with the Housing Strategy and Partnerships Manager. Co-ordinate the local partnership response on rough sleeping linked to Medway Council’s Homelessness Prevention Strategy and national rough sleeping strategies, initiatives and delivery plans. Provide analysis and monitor the delivery of Medway Council’s programmes and initiatives; research innovative practice to inform further service developments.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> A good standard of general education (AS – A Level) including GCSE in Maths and English at Grades A* - C	<u>Qualifications</u> Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> - 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)
<u>Knowledge</u> - Knowledge of the housing problems faced by single people in Kent and Medway - Demonstrable knowledge of rough sleeping and an understanding of relevant good practice and legislation - Detailed knowledge current best practice in preventing rough sleeping - Detailed knowledge of national and local policy and initiatives on rough sleeping - Detailed working knowledge of the welfare benefit system, its application and how it affects rough sleepers and EEA nationals. - 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 - Knowledge of safeguarding children and vulnerable adults’ procedures - Detailed knowledge of the equalities and diversity	<u>Knowledge</u> - Thorough knowledge of the legislation and duties owed to single homeless persons by the Council under The Homeless Reduction Act 2017, Part VI and Part VII of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011 - Knowledge of the Homelessness Code of Guidance - 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 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	<u>Knowledge</u> - 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 - 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
<u>Experience</u> - At least 12 months’ demonstrable managerial experience within the public sector. - Demonstrable experience of delivering successful homelessness interventions and running related services - Experience of working with Single Homeless People and in particular Rough Sleepers and a keen understanding of the types of challenges faced by rough sleepers - Experience of finding solutions to rough sleeping with diverse clients of differing needs and vulnerabilities - Demonstrable experience of successful co-operation and team working with partner organisations in a homelessness setting. - Experience of working with a complex client group including those with complex mental health needs, substance use needs and other complex and entrenched lifestyles - Experience of producing detailed and accurate reports and letters to the public and other professionals - Experience of working in a demanding front line service in a housing environment	<u>Experience</u> - Experience of managing a service supporting individuals with severe multiple disadvantages (e.g., rough sleeping, substance misuse, physical and mental health needs) - Relevant demonstrable experience of case management and delivering case-coordination in a multiagency setting in a related field. - Experience of working in an outcomes-focused environment. - Experience of managing a team working with homelessness individuals with mental health and/dual diagnosis - Experience of delivering a service constructively and effectively within a team and inter-team environments and supporting and motivating others - Experience of working with a range of stakeholders and partners on housing related projects to achieve shared outcomes and meet local needs - Experience of engaging and negotiating with partners and stakeholders, being diplomatic and approachable and capable of managing expectation and resolving conflict	<u>Experience</u> - At least 2 years’ experience with evidencable successful outcomes managing a rough sleepers 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

• Experience of “front line” interviewing and of dealing effectively with confrontational situations • Experience of working effectively as a part of a busy team as well as being able to manage your own case load • Experience of advocating on customer’s behalf with other statutory and voluntary agencies and members of the public		
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, • 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 • Employ an empathetic and non-judgemental attitude • Ability to maintain professional boundaries. • Ability to be creative, 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

Housing Strategy & Partnership Officer (Post No: 7408) Range 5

See Job Profile for full duties.

Main duties include:

Provide effective support to the Housing Strategy and Partnerships service through providing detailed reports and research across housing and interrelated services and coordinate and facilitate stakeholder meetings, including consultations, forums and task and finish groups.

Support the development of the Voluntary Community Sector through sharing information around local and national strategies, service developments, funding and training opportunities.

Lead and co-ordinate the commissioning and delivery of the Housing Related Support Programme, through a range of inter-connected and targeted projects, to maximise the number of vulnerable local residents and stakeholders in Medway, that benefit through access to services and initiatives that will help prevent homelessness and improve quality of life

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 5A:</u>	<u>Requirements at this level in addition to level 5A:</u>	<u>Requirements at this level in addition to level 5A and 5B:</u>
<u>Qualifications</u> • A good standard of general education (AS – A Level) including GCSE in Maths and English at Grades A* - C	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review	<u>Qualifications</u> • Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Housing Practice • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Good knowledge and understanding of national housing and related policies and current housing related issues.	<u>Knowledge</u> • Knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people	<u>Knowledge</u> • Up to date knowledge of Government policy in relation to housing, health, social care

• Good knowledge of key factors, influences and legislation facing local government housing departments. • Understanding of causes and wider impact of homelessness and best practice in the sector. • Good knowledge of developing and maintaining strong partnerships with key housing stakeholders • Understanding of safeguarding, inclusion and equality issues as they apply to housing and to service delivery in general. • Knowledge of research and analytical processes to produce and interpret statistical data and the production of performance information to meet management needs	• Knowledge of statutory framework and processes as it relates to service planning, commissioning and delivery • 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 and understanding of the key components of housing strategies, including the linkages with other policies and strategies (e.g. Kent and national policies) and the assessment of housing need. • Knowledge of funding streams available to local authority housing department • Good political awareness and personal sensitivity
Experience • Experience of undertaking research to inform and achieve effective policy and service solutions. • Demonstrable experience of building and developing effective working relationships with partners, internal and external stakeholders at all levels, and working in collaboration to ensure high-quality and seamless service delivery. • Experience of working in a multi-agency/ partnership arena, with preferable knowledge of housing and domestic abuse. • Experience of operating within and promoting a performance management culture • Experience of advocating on customer’s behalf with other statutory and voluntary agencies and members of the public	Experience • At least 12 months’ demonstrable experience contributing to housing policy/strategy research, development, consultation and review. • Experience of analysing and presenting data for the purpose of effective decision making. • Experience of working with multi-disciplined system across a local authority and the public sector. • Experience of planning and delivering public consultation	Experience • Proven experience of designing, developing and implementing strategies and policies. • Experience in project & programme management and monitoring, reporting performance through written reports. • Experience of leading on projects that have explored new models of delivery and delivered significant savings. • 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 • 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. • Ability to supervise, co-ordinate or train other employees where required • 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	Skills • Excellent 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. • Highly developed communication skills – able to relate to and communicate with a range of people at different levels within different organisations. • 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 customer’s 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

Partnership, Strategy & Customer Relations Team Leader (Post No: 14881) Range 6

See Job Profile for full duties. Main duties include: Lead the work of the Supported Housing Improvement Programme (SHIP) on the review of non-commissioned supported accommodation to ensure it achieves its objectives for which it is funded. Lead and co-ordinate the commissioning and delivery of the Housing Related Support Programme. Develop and manage the Voluntary Community Sector and other professional stakeholder relationships with the Council’s housing partners Support the Housing Strategy and Partnership Manager in the development and delivery of the Council’s housing strategies and policy positions, taking into consideration the Housing Policy context, statistic evidence-based research (both nationally and locally) and best practice. Deputise for the Housing Strategy and Partnerships Manager as and when required.		
Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 6A:</u>	<u>Requirements at this level in addition to level 6A:</u>	<u>Requirements at this level in addition to level 6A and 6B:</u>
<u>Qualifications</u> • A good standard of general education (AS – A Level) including GCSE in Maths and English at Grades A* - C or • Equivalent housing qualification at Level 3	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of level 4 Chartered Institute of Housing qualification or equivalent qualification • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Comprehensive knowledge and understanding of national housing and related policies and current housing related issues. • Detailed knowledge of key factors, influences and legislation facing local government housing departments. • Detailed understanding of causes and wider impact of homelessness and best practice in the sector. • Extensive knowledge of developing and maintaining strong partnerships with key housing stakeholders • A thorough understanding of safeguarding, inclusion and equality issues as they apply to housing and to service delivery in general. • Knowledge of research and analytical processes to produce and interpret statistical data and the production of performance information to meet management needs	<u>Knowledge</u> • Extensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people • Good political awareness and personal sensitivity • Knowledge of statutory framework and processes as it relates to service planning, commissioning and delivery • An understanding of equality, diversity and inclusion and its impact/role within partnership working. • 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	<u>Knowledge</u> • Up to date knowledge of Government policy in relation to housing, health, social care • Detailed knowledge and understanding of the key components of housing strategies, including the linkages with other policies and strategies (e.g. Kent and national policies) and the assessment of housing need. • Financial acumen in budgeting oversight and control of public funds
<u>Experience</u> • At least 12 months’ demonstrable managerial experience within the public sector. • Experience of undertaking research to inform and achieve effective policy and service solutions. • At least 2 years’ experience of building and developing effective working relationships with partners, internal and external stakeholders at all levels, and working in collaboration to ensure high-quality and seamless service delivery. • Experience of working in a multi-agency/ partnership arena, with preferable knowledge of housing and domestic abuse. • Experience managing and motivating teams to achieve successful outcomes. • Experience of operating within and promoting a performance management culture	<u>Experience</u> • Proven experience in housing policy/strategy research, development, consultation and review. • Experience of analysing and presenting data to senior management to enable effective decision making. • Experience of working with multi-disciplined system across a local authority and the public sector. • A strong community focus in the strategic planning of projects, including experience of public consultation and understanding of community issues	<u>Experience</u> • At least 3 years’ experience with evidencable successful outcomes commissioning or managing research team in a housing service • Proven ability to think strategically and experience in designing, developing and implementing strategies and policies. • Experience in project & programme • management and monitoring, reporting performance through written reports. • Experience of leading on projects that have explored new models of delivery and delivered significant savings. • 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
<u>Skills</u>	<u>Skills</u>	<u>Skills</u>

• 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 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 • 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. • Ability to supervise, co-ordinate or train other employees where required • 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	• 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. • Highly developed communication skills – able to relate to and communicate with a range of people at different levels within different organisations. • 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 customer’s behalf with other agencies, statutory and voluntary and other members of the public	• 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
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Housing Partnership & Strategy Manager (Post No: 9948) Range 7

See Job Profile for full duties.
Main duties include:

Responsible for managing and developing the Council’s strategic housing partnerships, including its commissioning for Housing Related Support services, and for fostering new partnership opportunities to better achieve the Council’s housing objectives.

Responsible for developing and maintaining the Council’s housing strategies and policy positions, and for enabling the Council to adjust its strategy to maximise the potential arising from external and legislative change, and from new business and partnership opportunities as they arise.

Responsible for the Housing Partnership and Strategy Team, focusing on supporting vulnerable customers, particularly those that are high-risk and complex, including domestic abuse and people sleeping rough. Working in collaboration with partners to deliver services, including cases within a multi-agency arena.

Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
<u>Requirements at level 7A:</u>	<u>Requirements at this level in addition to level 7A:</u>	<u>Requirements at this level in addition to level 7A and 7B:</u>
<u>Qualifications</u> • Educated to degree level or • Equivalent Level 3 Chartered institute of Housing qualification	<u>Qualifications</u> • Completion of role specific managing staff training as identified during Performance Appraisal Review • Evidence Continuing Professional Development (CPD)	<u>Qualifications</u> • Completion of Level 4 Chartered Institute of Housing qualification or equivalent qualification • Evidence Continuing Professional Development (CPD)
<u>Knowledge</u> • Demonstrable up to date knowledge of Government policy in relation to housing, health, social care, including an understanding of national funding mechanisms for affordable housing and housing strategies.	<u>Knowledge</u> • In-depth understanding of the public policy context in which the Council operates.	<u>Knowledge</u> • 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

• Knowledge of relevant Housing and Domestic Abuse regulations and best practice. • Knowledge of major factors, influences and legislation facing local government. • A knowledge of the housing and homelessness system and pathways and resettlement. • Understanding of wider issues in local government, partner organisations and of public and private sector agendas relevant to the role. • Knowledge of safeguarding, inclusion & diversity and legislation in relation to the role. • A good understanding of research and analytical skills to produce and interpret statistical data and the production of performance information to meet management needs. • Knowledge of statutory frameworks as it relates to service planning, commissioning and delivery	• 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	• Practical understanding of the principles of public life
Experience • At least 5 years’ experience of devising strategies, policy proposals and reports that explain complex situations, concepts and legislation effectively and succinctly to a diverse range of audiences. • At least 3 years demonstrable managerial experience within the public sector. • Experience of working in a multi-agency/ partnership arena, with preferable knowledge of housing and domestic abuse. • Experience of delivering service objectives, including successful completion of projects and programmes of work. • Experience of effectively devising and implementing solutions to complex challenges and delivering a successful outcome • Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery. • Experience of preparing and presenting complex reports and making recommendations for change to senior managers. • Experience of procurement activities, such as tendering and contract management. • Comprehensive experience of managing, supporting motivating and developing staff. • Successful track record of working collaboratively and in partnership with other services and organisations to monitor, evaluate and help improve services through contract management, auditing principles and quality assurance. • Experience of developing and writing successful grant funding bids to secure additional resources for housing services.	Experience • 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 stakeholder communication, engagement and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective. • Successfully leading on projects which have reflected in positive change. • 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 • Substantial experience of effective project management and delivery with meticulous attention to detail. • Experience of creating new ways of collaborative working, drawing new insights to re-define how things are done and boil down complexity to provide clarity and focus. • 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 • 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 • 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	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

• 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 • Able to encourage diversity and equality		
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