



## Role Profile

Job Title: Rough Sleeper Team Manager	Grade: Q	Post Number: HS955
Directorate: Adult Services	Job Family: Housing & Community	Date Prepared: Sep 2020

Role reports to:  
Homeless Operations Manager

### Job Purpose:

#### Management of the Council's Rough Sleeping Service.

- The role will involve working in partnership with other statutory and voluntary agencies to ensure operational effectiveness in the reduction of rough sleeping.
- Implement the initiatives identified in our Rough Sleeper Grant Allocation

### Key Accountabilities:

1. Implement and Manage the Housing First Scheme.
2. Manage the contract for The Haven Day Centre
3. Implement annually and monitor the Temporary Winter Housing Provision.
4. You will be required to work on your own initiative, developing inter agency networks; with a clear focus on the reduction of rough sleeping.
5. Arrange the delivery of Mental Health Training to key partner agencies, including the identification of those staff who require training.
6. Effective communication and discussion with a wide range of statutory and voluntary agencies to ensure the successful implementation of the project and the achievement of the desired outcomes.
7. Preparing reports to appropriate committees as required
8. Organise and participate in multi-agency meetings, including effective participation to reach desired outcomes.
9. Excellent numerical skills and the ability to analyse, interpret and report upon statistical

information

10. Ensure that the services we deliver to identified rough sleepers within the Borough is configured to meet a complexity of needs and a diverse population.
11. Maintain a good understanding of approaches being developed and applied by others local authorities, in particular those with a similar profile to Swindon. Advise on appropriate good practice.

**Supplementary Accountabilities:**

1. Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', systems are in place to ensure communications and monitoring of staff safety.
2. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
3. Promote equality and diversity best practice in all areas of work.
4. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
5. In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

6. Undertaking any other duties that can be accommodated within the grading level of the post.

Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

**NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

**Job Scope: Contract Management**  
**No & type of jobs Managed:**  
**Typical tasks supervised/allocated to others:**  
Not applicable

**Job Scope:**  
**Budget:**  
£500,000  
**Assets:**  
Not applicable.

**Knowledge & Experience:**

**Minimum**

- Experience working as a manager or in a similar role
- Experience in a homelessness section or housing related field.
- Experience of partnership working, including an understanding of public sector processes and responsibilities.
- Able to demonstrate a critical understanding of the causes of rough sleeping and a knowledge of the range of approaches to the problem.
- Strong organisational and planning skills and an excellent ability to prioritise a complex and busy workload including the ability to work on your own initiative to meet key deadlines and manage own workload.

**Preferred**

- Knowledge of Housing Law, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and Landlord & Tenant Housing Law
- Experience of equal opportunity issues.
- Good IT skills.
- Excellent communication skills.
- Experience of dealing with stakeholders.
- Ability to work under pressure
- Current, full driving licence.

**Decision Making:**

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.
- Responsible for the use of Rough Sleeper Grant.
- Referrals into Housing First Accommodation

**Contacts and Relationships:**

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Provide thorough training on Housing Options and Homelessness to other agencies.
- Represent Swindon Borough Council at multi-agency meetings and forums.

**Creativity & Innovation:**

- Initiating and developing a single service plan for each identified rough sleeper
- Develop a Housing First Offer for Rough Sleepers
- Ensure

**Job Specific Competencies:**

- Prepare statistical data, including KPI's, Highlight Reports and Dashboards
- Develop evidence based best practice responses and make recommendations for improvement and change to achieve significant reductions in the numbers and prevalence of rough sleeping and street based activity within Swindon.
- Gather evidence and information on the causes of rough sleeping within Swindon; develop ideas and solutions to prevent people from rough sleeping in the first place.
- To act as the point of contact for all rough sleeping related matters and advise Members and other Council departments on rough sleeping issues and keep them up to date with developments in this area.
- Review and develop team procedures in line with best practice or changes in legislation.
- The activities of this Section are very diverse and the postholder will be required to operate at all levels. The Section's operations are such that the postholder will need to be flexible and able to switch priorities quickly.

In accordance with the provisions of the Data Protection Act 2018 jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: