



Job Description

Post Title	Housing Options Team Leader
Service:	Housing Services
Grade:	I
Responsible To:	Housing Options Manager

Job Summary:

To line manage the Housing Options Advisors, ensuring the officers are carrying out their roles and responsibilities in line with the Council's statutory homelessness duties under Part 7 of the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.

To ensure a full range of advice on housing options to prevent and relieve homelessness are provided to customers, by carrying out monthly case reviews, auditing casework, supporting with complex cases and giving advice on difficult aspects of homelessness legislation.

To hold a small caseload of complex prevention and relief cases that requires a coordinated and multi-agency approach to prevent or relieve homelessness.

Assist the Housing Options Team Manager in developing new initiatives and activities targeted at increasing homelessness prevention, early intervention and reducing the usage and cost of temporary accommodation provision.

Main Responsibilities:

1. To provide line management to the Housing Options Advisors ensuring that the officers are complying with the Councils' statutory duties under Part 7 of the Housing Act 1996 (as amended) and relevant case law, including carrying out monthly cases reviews with each officer and auditing of their cases.
2. To carry out one-to-ones, appraisals and performance monitoring, authorising annual leave and expenses, return to work absence reviews, and any formal procedures in line with Council policies.
3. To carry a caseload of complex and challenging homelessness prevention and relief cases, which require a multi-agency response, and develop, update and review Personalised Housing Plans for customers. This Plan will ensure that the Council is taking reasonable steps to prevent or relieve homelessness.
4. To ensure that all statutory S184 homelessness decision letters being issued, which are subject to statutory review proceedings and county court appeal, are legally sound and robust, including keeping letter templates up to date.
5. To carry out monthly case reviews with the Housing Options Advisors ensuring cases are progressing and decisions being correctly reached in accordance with legislation.
6. To authorise requests for temporary accommodation made by the Housing Options Advisors and manage requests for temporary accommodation pending review from customers and their legal representative, in line with the leading case law set out by the Mohammed judgement.

7. To authorise homelessness prevention loan requests, ensuring that income and expenditure assessments have been conducted and that loans arrangements are affordable to customers.
8. To conduct audits of closed cases of the Housing Options Advisors ensuring compliance with legislation and providing feedback to the caseworkers on any areas of improvement and development with their casework.
9. To support the Council's strategic objective of reducing the expenditure on temporary accommodation by ensuring that the Housing Options Advisors are effectively preventing and relieving homelessness.
10. To develop effective working relationships with colleagues both within Tunbridge Wells Borough Council and external partners, service users, landlords as well as voluntary and other housing organisations.
11. To support the Housing Options Manager to develop new initiatives to aid the early prevention and the relief of homelessness.
12. To participate in an out of hours on-call rota for homelessness approaches and households in temporary accommodation.
13. To assist as required in the Council's Emergency Plan, including working at rest centres outside of the normal working day.
14. To undertake other duties commensurate with the grade of post
15. To have a good understanding of safeguarding obligations to children and vulnerable adults at risk and the Council's safeguarding Policy.
16. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.
17. To comply with all Council's policies, including those relating to ICT, Equal Opportunities and Safeguarding.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change and any changes will be made in consultation with the postholder.