



Post Title: Housing Casework Supervisor
Grade: G

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The post holder is responsible for supporting the Prevention and Assessment Manager in matters of housing advice casework, helping prevent homelessness and acting to ensure that the City Council fulfils its legal and safeguarding requirements to Citizens in housing need or crisis. This will include evaluating; citizen need assessment, housing advice, homelessness prevention and deciding homelessness duties in accordance the Housing Act 1996 VII (as amended).

To have oversight of casework at all stages, providing technical advice and ensuring that all decisions are dealt with in accordance with legislation, Council policy, and statutory deadlines

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. To evaluate casework based enquiries from citizens facing housing difficulties and support colleagues through operational and technical advice ensuring;
 - Good quality advice and assistance is provided on a range of housing issues with a focus on citizen need and the prevention of homelessness
 - Where required, full homelessness assessments under the legislation are complete and that appropriate referrals are made to support with homelessness prevention, tenancy sustainment, debt and budget management and employment
 - That potential risks are identified and mitigated wherever possible in line with the Council's safeguarding commitments and that appropriate actions and resources are identified to meet needs where citizens are threatened with or are homeless



- To provide direct advice and information on all types of housing options
 - To decide duties owed based upon colleagues assessment of customers facing homelessness with the aim of securing a housing solution or retaining accommodation
 - To work in partnership to ensure that the best outcomes are achieved for citizens
2. Responsible for ensuring that a high quality responsive reception service is provided that seeks to prevent homelessness in the first instance wherever possible
 3. To make suggestions and recommendations of a sophisticated and complex nature to Housing Casework Advisors and Casework Officers on appropriate courses of action, creative solutions and flexible approaches to take
 4. Provide technical advice for colleagues ensuring that both tenants and landlords are aware of their legal rights and responsibilities
 5. Hold regular casework supervision meetings with colleagues, offering direct advice on casework, legislation and action planning to support citizens
 6. Support the induction of colleagues joining the team, provide training and develop written guidance relating to process and procedures where required
 7. Deliver regular team meetings to address casework and operational issues, providing sound and up to date information and recommendations in practice
 8. Using case level data, develop robust systems to monitor and identify any trends or patterns in presentations or in decision making, including (but not exclusively) new or emerging pressures, increases in demand or delays in decision making and make recommendations on courses of action to take including changes in service practice
 9. Be a service representative at multi agency meetings including MARAC & MAPPA (level 1 & 2) meetings
 10. Receive and respond to customer complaints in line with the Council's procedures and within deadlines set. Using learning from complaints and customer feedback to make recommendations in relation to service training and development
 11. Maintain the Council's records systems in relation to requests for assistance with housing, including homeless persons applications, housing applications and actions in relation to private and other landlords
 12. To construct and instruct upon decision correspondence in relation to the Council's duties under the homelessness legislation
 13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
 14. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
 15. To act as daily Duty Officer and out of hours duty on a rota as required

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Debbie Richards

Date July 2023



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Service delivery	Effectively manage a complex workload under pressure meeting specified targets and deadlines whilst demonstrating attention to detail, prioritisation and self-organisation skills	✓	✓	
	Ability to monitor, review and maintain casework systems	✓	✓	
	Ability of communicating complex issues on a face to face basis using tact, diplomacy, sensitivity and customer care		✓	
	Ability to advocate and negotiate on behalf of citizens and give independent advice	✓		
	Experience of working in a pressurised front line service	✓		
	Commitment to providing a high quality customer focussed service		✓	
Technical Skills and Knowledge	Comprehensive and up to date working knowledge of Homelessness and associated legislation and able to advise colleagues and decide any duties owed to citizens for the Authority	✓	✓	



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	Comprehensive and up to date working knowledge of housing legislation in both the public and private sector.	✓	✓	
	Knowledge of Welfare and Housing Benefit payments and entitlements including knowledge of resolution of benefit enquires such as (but not exclusively) backdated claims, new claims, income maximisation and discretionary payments	✓	✓	
	Good working knowledge of safeguarding	✓	✓	
	Experience of dealing with legal challenge from advocates and customer complaints	✓	✓	
	Ability to supervise and support staff on a day to day basis to deliver a customer facing service, providing technical advice on a range of homelessness issues	✓	✓	
	Ability to write complex letters and produce reports		✓	
Managing Data & IT	An understanding of data protection, customer confidentiality and information sharing as it relates to this role	✓		
	Practical knowledge of IT Systems including a variety of software packages, the aptitude to learn new systems as required and an enthusiasm to maximise the use of IT systems to produce analysis and improve outcomes	✓		
Other Work Related Circumstances	Must be flexible and prepared to work outside of office hours and at various locations as required, and according to the needs of the service	✓	✓	
	Satisfactory DBS at an enhanced level			✓
A - Application	AC – Assessment Centre	D – Documentary		