



## Job Description and Person Specification

<b>Job Title</b>	<b>Housing First Project Lead</b>
<b>Job Grade</b>	NCC grade H
<b>Reports to</b>	Temporary Accommodation Manager
<b>Direct Reports</b>	None
<b>Other Resources</b>	Mobile telephone and Laptop
<b>Role Purpose</b>	<p>To provide proactive, dedicated and intensive end-to-end casework management service to Housing First and Housing Led tenancies. These are a new Nottingham city initiatives where tenancies are allocated to individuals with multiple and complex needs who have histories of rough sleeping and cyclical homelessness and for whom the traditional supported accommodation system has not worked.</p> <p>You'll be responsible for the casework management of these tenancies and ensuring properties are suitable for the individual, drawing up Housing Management plans to prescribe how needs are to be met and robustly managing anti-social behaviour.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Ensure the housing management services provided to tenants are of an excellent standard and conform to relevant statutory requirements and best practice.</li> <li>• To lead on casework of Housing First tenancies to identify areas of choice/ risk and ensure that the home and individual are suited, providing an end-to-end tenancy service.</li> <li>• Responsible for maximising tenancy sustainment by liaising with partners and support agencies to providing intensive tenancy support in partnership with support services.</li> <li>• Responsible for the allocations of properties to Housing First tenancies, working closely with the Allocations and Lettings team.</li> <li>• To mitigate risk to tenants and neighbours and protect our assets through proactive identification, partnership working and adherence to safeguarding process and procedures</li> <li>• Ensure that complaints and incidents of anti-social behaviour, drugs, harassment, hate, domestic abuse and criminal activity are proactively investigated. Provide a victim centred service that delivers prevention, early intervention and swift enforcement.</li> <li>• Provide housing advice, including advice on Universal Credit and Housing Benefit, and undertake home visits to tenants and leaseholders, including urgent visits as and when required.</li> <li>• Responsible for ensuring that rent accounts and repairs are managed as effectively as possible as part of the case file management, in accordance with current policy and procedure.</li> <li>• Give comprehensive advice (including but not limited to advice on housing, rents, welfare benefits and antisocial behaviour) to tenants about their responsibilities and ensure that legal</li> </ul>



	<p>requirements are complied with when tenancies are brought to an end.</p> <ul style="list-style-type: none"><li>• Maintain an up to date working knowledge about existing and new housing legislation and housing options, welfare benefits and associated legislation, ensuring advice and information remains consistent and accurate</li><li>• Maintain a high profile and visible presence on the estates to offer reassurance and identify and resolve unreported issues.</li><li>• Undertake assessment visits, including fire safety and health and safety assessments, in accordance with Policy and legal requirements.</li><li>• To respond to and action requests for Tenancy Successions and alterations in accordance with Policy and legislation, whilst demonstrating empathy, sensitivity and diplomacy.</li><li>• To proactively work with and support partners, elected members and stakeholders to sustain tenancies and contribute to satisfaction with neighbourhoods as a place to live.</li><li>• Maintain up to date Tenant and Leaseholder profile information in order to tailor service delivery to customer need and collate management information that allows performance to be monitored for the service.</li><li>• Provide support and advice to tenants and leaseholders to promote customer empowerment and enable them to become involved and influence decision making in relation to services provided.</li><li>• Committed to delivering excellent services within an effective performance management and best value framework.</li><li>• Monitor the delivery of Service Level Agreements for Public Realm and Garden Assistance Scheme and highlight and escalate issues of non-conformance.</li><li>• To attend Court in order to give evidence as a witness or acting as instructing officer.</li><li>• Participate in new initiatives as and when required that will lead to an improvement in performance and champion a continuous improvement culture and lead by example.</li><li>• Provide on-going coaching, support and training to existing and new team members to improve team morale and to ensure that they are fully equipped to carry out their role and understand the standard of performance required from them.</li><li>• Ensure that elected member enquiries are responded to within target timescales and maintain the case management system.</li><li>• To support with the development and promotion of tenant involvement at a local level by supporting Tenant and Resident Groups, Block and Street Champions and Community Groups encouraging activity that makes a difference in the area.</li><li>• To promote community cohesion recognising that Nottingham City Council Housing Services serves customers and communities from a wide range of diverse backgrounds.</li><li>• To ensure that operational procedures, legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.</li><li>• Other duties which are broadly consistent with the job description and level of the post.</li></ul>
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**Nottingham**  
**City Council**

Housing  
Services

Created July 2019

Signed and agreed by the post holder..... date.....


**PERSON SPECIFICATION – Housing First Project Lead**

Requirements	Essential – E /Desirable - D
<b>Experience and knowledge</b>	
Substantial experience of working in a housing management environment and an ability to learn.	D
Knowledge and understanding of the legal and statutory framework relating to housing services and anti-social behaviour.	E
Knowledge of Housing Benefit, Universal Credit and other welfare benefits in addition to working knowledge of legal procedures relating to rent arrears and other debt recovery.	E
<b>Skills &amp; Abilities</b>	
Good interpersonal skills and a proven ability to communicate (written and verbal) effectively at all levels in both individual and group situations.	E
Ability to make accurate and timely decisions while remaining calm under pressure and to maintain control of challenging situations.	E
Able to demonstrate skills to improve services and performance for tenants and leaseholders.	E
A proven ability to positively represent the service by developing and maintaining effective relationships with internal and external agencies.	E
Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations as required.	E
Self-motivated and resilient with the ability to work proactively with minimum supervision.	E
Ability to challenge discriminatory attitudes, statements and behaviour.	E
Ability and willingness to visit customers in their own home.	E
<b>Qualifications</b>	
NVQ Level 4/5 in Housing Management or willing to work towards a qualification, or a part qualification of the Chartered Institute of Housing.	D
Evidence of continued professional development.	E
<b>Behaviours</b>	



Must be able to react and respond positively to change, be flexible and be prepared to work outside normal office hours according to the needs of the service and willing to work from other office locations as required.	E
Demonstrated firm but fair supportive approach to managing customer services and relationships, whilst maintaining a professional attitude.	E
Highly customer focused and able to demonstrate creative and innovative problem solving skills.	E

**Author**.....**Date**.....