

Job Description

Job Title	Housing Solutions Assessment and Prevention Team Leader
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	8
Competency Level	2
Salary	£46,142 - £51,356
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9688

Job Purpose

To lead and manage a team of Assessment and Prevention Officers, ensuring the delivery of high-quality, client-focused homelessness prevention and assessment services. The postholder will support the Assessment and Prevention Coordinator, foster effective partnerships, and ensure compliance with statutory homelessness obligations and decision making, safeguarding responsibilities, and organisational goals.

Directly Responsible For:

Housing Solutions Assessment and Prevention Officers

Housing Solutions Rough Sleeper Assessment and Prevention Officers

Housing Solutions Assessment and Prevention Apprentice

Directly Responsible To:

Housing Solutions Assessment and Prevention Coordinator

Main Areas of Responsibility:

Leadership and Team Management

- Supervise, support, and develop the Assessment and Prevention team, ensuring consistent service delivery and achievement of performance targets
- Provide sound guidance on complex cases and monitor compliance with the Council's statutory responsibilities and organisational procedures
- Deputise for the Assessment and Prevention Coordinator to ensure continuity of leadership and service delivery
- Actively contribute to building a collaborative, inclusive, and professional team culture, addressing challenging situations constructively and manage performance issues in line with organisational policies

Service Delivery and Prevention

- Oversee the delivery of high-quality homelessness prevention, assessment, and re-housing services, including the determination of statutory homelessness decisions

- Manage and support officers to work with individuals, households, and rough sleepers to assess housing needs, provide tailored advice, and prevent homelessness through practical assistance and in line with legislation
- Develop and embed effective practice for outreach work to engage with rough sleepers, conducting assessments and facilitating access to emergency and long-term accommodation

Partnership and Collaboration

- Develop and maintain strong working relationships with Council departments, external agencies, private landlords, registered social landlords, and outreach teams to address homelessness and rough sleeping effectively
- Facilitate referrals to appropriate support services, ensuring clients access the help they need, including specialist services for rough sleepers

Risk Management and Safeguarding

- Conduct risk assessments, addressing safeguarding concerns for clients, ensuring they are escalated appropriately
- Monitor and manage risks to clients and staff, ensuring adherence to safety protocols and safeguarding procedures

Performance and Process Improvement

- Ensure accurate and timely updates to records and IT systems, producing reports and contributing to service improvement strategies, particularly in reducing rough sleeping
- Coordinate and manage team processes, including rotas and procedural compliance with statutory, financial, and health and safety standards

Flexibility and Additional Duties

- Participate in the out-of-hours rota, respond to emergencies, and undertake additional responsibilities as directed to meet service needs commensurate to grade
- Support the development and implementation of strategies to address rough sleeping, including monitoring outcomes and reporting progress

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is a hybrid role and expects that working from home practices follow the Council's Health and Safety Policy and Procedure together with the Agile Flexible Working policy

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree / formal qualification in homelessness, housing, social work or related field, or extensive proven experience in a similar role (A)

Desirable

- Qualification in management or leadership
- Certification in trauma-informed care, domestic violence support, or criminal justice

Experience

Essential

- Proven experience in homelessness prevention, assessment, and statutory decision-making (A,I)
- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness (A,I)
- Experience managing and supervising a team in a client-focused environment (A,I)

- Sound knowledge of homelessness legislation, including the Housing Act 1996 and the Homelessness Reduction Act 2017 (A,I)

Desirable

- Knowledge and experience in working with rough sleepers, including outreach and engagement strategies
- Knowledge of local authority statutory responsibilities regarding housing and homelessness
- Experience in project management and service development within housing or social care settings

Skills/Abilities

Essential

- Strong leadership and motivational skills to support team performance and development (A,I)
- Excellent communication and interpersonal skills, with the ability to build effective partnerships (A,I)
- Analytical and problem-solving skills to assess complex cases and provide tailored solutions (A,I)
- High level of organisational skills to manage competing priorities and ensure timely service delivery (A,I)
- Ability to work with vulnerable individuals, including rough sleepers, in a trauma-informed, compassionate, and solution-focused manner (A,I)

Desirable

- Adaptability and ability to work effectively in a fast-paced, changing, and often challenging environment
- Able to present information clearly in both written and verbal forms

Commitment

Essential

- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A,I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A,I)
- High degree of professionalism and integrity (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes

Other

Essential

- Availability to work flexibly, including participation in out-of-hours rotas (A,I)

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours