

Job Description

Job Title	Housing Solutions Early Intervention and Advice Lead
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	7
Competency Level	2
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9697

Job Purpose

To lead and supervise a team of Early Intervention and Advice Officers and Apprentices, ensuring the delivery of high-quality housing advice and early intervention services to individuals and families at risk of homelessness. The role focuses on team performance, compliance with statutory duties, and effective partnership working to prevent homelessness.

Directly Responsible For:

Housing Solutions Early Intervention and Advice Officer

Housing Solutions Early Intervention and Advice Apprentice

Housing Solutions Tenancy Relations Officers

Directly Responsible To:

Housing Solutions Assessment and Prevention Coordinator

Main Areas of Responsibility:

Team Leadership and Supervision:

- Provide day-to-day supervision and support to the Early Intervention and Advice Officers / Apprentices and Tenancy Relations Officers, ensuring the team delivers consistent, high-quality advice services to clients facing housing challenges
- Monitor workloads, ensuring cases are allocated appropriately to team members, and that responses to service users are timely, efficient, and meet their individual needs
- Conduct regular one-to-one meetings, team sessions, and performance appraisals to review progress, address challenges, and ensure alignment with organisational standards and objectives
- Actively contribute to building a collaborative, inclusive, and professional team culture. Address challenging situations constructively and manage performance issues in line with organisational policies

Service Delivery and Compliance:

- Ensure the team operates in full compliance with relevant housing legislation, including the Homelessness Reduction Act 2017, and adheres to organisational policies and procedures, maintaining a high level of service delivery
- Oversee complex cases, offering guidance and support to team members and escalating issues to the Front Door Manager when necessary, ensuring that cases are handled effectively and appropriately
- Monitor the quality of advice provided and case management practices, ensuring that all records are accurately maintained and comply with data protection and confidentiality standards
- Review cases and monitor escalations to the statutory team when interventions have been unsuccessful, ensuring that appropriate actions are taken, and further support is provided where necessary

Performance Management:

- Track and analyse team performance against key performance indicators (KPIs) and targets, providing regular reports to the Service Manager and highlighting areas for improvement or further support
- Identify training needs and development opportunities for staff, supporting ongoing learning to improve service delivery and ensure that the team is equipped to handle evolving challenges in homelessness prevention
- Address underperformance and contribute to the creation of action plans, providing the necessary support and guidance to improve individual and team performance

Partnership and Collaboration:

- Work closely with internal teams, external agencies, and community partners to ensure a coordinated, holistic approach to homelessness prevention, facilitating effective referral pathways and information sharing to support clients

Other

- To carry out any other tasks reasonably required of the post holder commensurate to the grade

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

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 role will include some face to face work with customers, alongside back office desk based work

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
- Training in trauma-informed care, mediation, conflict resolution or mental health awareness

Experience

Essential

- Significant experience in a housing, homelessness, or related support service role (A,I)
- Strong knowledge of homelessness legislation, particularly the Homelessness Reduction Act 2017, and related housing and welfare policies (A,I)
- Experience supervising or managing staff, including conducting appraisals and managing performance (A,I)
- Experience working with vulnerable individuals and liaising with multi-agency partners (A,I)
- Knowledge of safeguarding procedures for vulnerable adults and children (A,I)

- Demonstrable knowledge and understanding of the challenges faced by individuals and families at risk of homelessness and the services available to support them, demonstrating empathy and a commitment to supporting vulnerable people with dignity and respect (A,I)

Desirable

- Experience in implementing service improvements or contributing to policy development
- Experience working within a performance-driven framework, meeting KPIs and targets

Skills/Abilities

Essential

- Proven ability to lead and manage a team, including workload allocation, performance monitoring, and providing constructive feedback (A,I)
- Excellent communication and interpersonal skills, with the ability to inspire and motivate staff (A,I)
- Strong organisational skills, with the ability to prioritise tasks and meet deadlines under pressure (A,I)
- Analytical skills to monitor performance data, identify trends, and make recommendations for improvement (A,I)
- Resilience and the ability to remain calm and focused under pressure (A,I)

Desirable

- Proficiency in using IT systems for case management and reporting

- Awareness of trauma-informed approaches in working with vulnerable people
- Familiarity with local housing markets and community services

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

- Ability to travel locally to attend meetings and visit service users if required (A)
- Availability to work flexibly, including participation in out-of-hours rotas (A)

Desirable

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