

## Job Description

<b>Job Title</b>	Housing Solutions Out of Hours Advice and Prevention Lead
<b>Directorate</b>	Neighbourhoods & Housing
<b>Service Area</b>	Housing – Housing Solutions Service
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£40,777- £46,142
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A9690

## Job Purpose

To lead, supervise and coordinate the delivery of the Council's Homelessness Out-of-Hours Service, ensuring timely, lawful, and compassionate responses to individuals in housing crisis.

The Housing Solutions Out of Hours Advice and Prevention Lead will oversee the out of hours team, manage the out-of-hours rota, ensure effective handovers to daytime services, work collaboratively with partners and act as the escalation point

for complex or high-risk cases. The role is critical in delivering high-quality, legally compliant services under the Part 7 Housing Act 1996 (as amended).

### **Directly Responsible For:**

Housing Solutions Out of Hours Advice and Prevention Officers

### **Directly Responsible To:**

Housing Solutions Front Door Manager

## **Main Areas of Responsibility:**

### **Team Leadership and Oversight:**

- Lead and supervise the Out-of-Hours Advice and Prevention Officers, ensuring consistent and effective service delivery
- Actively contribute to building a collaborative, inclusive, and professional team culture, addressing challenging situations constructively and manage performance issues in line with Council policies
- Coordinate the out-of-hours shift rota, monitor hours worked, and maintain communication with staff throughout shifts
- Act as the primary escalation point for complex homelessness or high-risk cases, making decisions in line with statutory guidance and Council policies
- Facilitate team briefings and debriefings, promoting reflective practice and continuous improvement

### **Quality Assurance and Compliance:**

- Ensure all decisions and actions made out of hours comply with homelessness legislation, including duties under Part 7 of the Housing Act 1996 (as amended)

- Conduct regular audits of triage records, interim accommodation placements, and case decisions
- Provide feedback and coaching to team members to improve casework, decision-making, and service quality identifying training needs and areas for development

**Escalation and Risk Management:**

- Respond to safeguarding concerns, ensuring appropriate referrals and actions are taken
- Support officers in managing challenging customers or high-risk situations, including providing advice on de-escalation and ensuring a safe working environment
- Resolve urgent operational issues, such as accommodation shortages, ICT failures, and accommodation provider disputes

**Performance Monitoring and Reporting:**

- Monitor service performance against KPIs, including response times, resolution rates, and legal compliance
- Identify trends and recommend service improvements to the Front Door Manager
- Produce shift reports summarising key outcomes, escalations, and follow-up actions for daytime management team

**Collaboration and Stakeholder Engagement:**

- Maintain strong working relationships with emergency accommodation providers, internal departments (e.g., Adult Social Care, Children's Services), and external agencies
- Ensure effective handovers to daytime Housing Solutions teams and contribute insights from out-of-hours operations

**Flexible and Additional Duties:**

- Work as part of the out of hours rota including evenings and weekends
- Provide direct triage or advice support during peak demand or staff absence
- Create the out of hours shift rota and monitoring hours worked by the team through the shift, using available tools to maintain effective communication with the team throughout
- Work as part of the on-call rota
- Undertake other duties aligned with the role to support the effective delivery of the homelessness out-of-hours service

**Supervision and Management Responsibility:**

- Conduct meaningful one-to-ones, annual appraisals, and workforce planning
- Address performance and behavioural issues in line with Council policy

**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 is for an out of hours position, working unsociable hours

## 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 the following 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 homelessness services or housing or social care advice, including working in an out-of-hours or crisis environment (A,I)
- Strong knowledge of homelessness legislation, including the Housing Act 1996 and Homelessness Reduction Act 2017, and their practical application (A,I)
- Proven experience in supervising or managing teams, with a focus on quality assurance and compliance (A,I)

- Experience supervising or managing staff, including conducting appraisals and managing performance (A,I)
- Demonstrated ability to manage high-pressure situations and make sound decisions, particularly in emergency or high-risk contexts (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

- Proficient in using IT systems for case management, performance tracking, and reporting
- Awareness of trauma-informed approaches in working with vulnerable people

## 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

## Other

### Essential

- Flexibility in providing support throughout the area and in meeting deadlines as required (A,I)
- 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