GOOD SHEPHERD
wolverhampton

# Role Description

**Title:** Homeless Prevention Team Leader

**Reports To:** Service Manager

**Salary:** £30,890 - £34,680 depending on experience

**Hours:** 35 hrs per week, 12-month contract with possible 3 year extension.

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty. Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth and deliver services in a person-centred way.

This position will collaborate with their small team of staff, Good Shepherd's prevention/move-on support, and PRS landlord engagement to secure new tenancies in the private sector, prevent tenancy breakdowns, and support move-on efforts. The primary focus will be on individuals in temporary accommodation or those owed a statutory homelessness duty, with the objective of reducing both the number and length of temporary accommodation placements.

## Main Duties and Responsibilities

**Key Responsibilities:**

- Collaborate and line manage a small team of staff, focusing on prevention/move-on support and PRS landlord engagement to secure new tenancies in the private sector.
- Support city partners to prevent tenancy breakdowns and support move-on efforts for individuals in temporary accommodation or those owed a statutory homelessness duty.
- Reduce both the number and length of temporary accommodation placements.
- Create a comprehensive database of PRS landlords and available properties using Inform-Salesforce CRM.
- Reach out to new landlords in the city and surrounding areas to build relationships and expand housing options.
- Develop and manage financial incentive membership packages for landlords to encourage participation in the program.
- Using the team of staff, act as a mediator between landlords and tenants to resolve any issues and prevent loss of tenancy.
- Prioritise referrals into the PRS for people in temporary accommodation or identified by the Wolverhampton City Council homelessness team.
- Engage with faith communities to identify potential landlords, property owners, or religious communities with assets for move-on accommodation.

**Safeguarding Responsibilities:**

- Work with the Safeguarding Team to provide support to Good Shepherd staff, ensuring concerns or incidents are logged and managed in line with policies and local best practice.
- Support training needs for the wider Good Shepherd team in collaboration with the Safeguarding Team.
- Adhere to Good Shepherd safeguarding policies and procedures and actively approach safeguarding children and adults at risk.

**General Duties and Responsibilities**

- Line management for a small team of staff.
- Complete supervisions and performance reviews for your staff.
- Represent Good Shepherd appropriately at external stakeholder meetings.
- Complete reviews of assessments and risk assessments ensuring a high standard of case management.
- Record and update service user activity in line with Good Shepherd Confidentiality Policy
- Maintain a high level of professional boundaries in line with Good Shepherd Policy
- Always observe all Health and Safety regulations related to the role and comply with Good Shepherd Policies and Procedures
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.

**This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.**

# Person Specification

## Qualifications

**Essential:**
- Leadership/ management experience in a relatable field

**Desirable:**
- Leadership/ management qualification/s level 3 or above in a relatable field
- Safeguarding qualifications relevant to the role
- CIH Level 2 Certificate in Housing Practice

## Experience, Knowledge & Skills

**Essential:**
- Experience working in the housing sector.
- Experience of facilitating groupwork, meaningful activity, or training.
- Experience supporting vulnerable adults.
- Knowledge of homelessness and related issues.

**Desirable:**
- Understanding of recovery and strengths-based ways of working.
- Understanding of Wolverhampton City Council housing structure

## Abilities and attributes

**Essential:**
- Ability to manage own time, prioritise activities and maintain accountability for your work.
- Maintain confidentiality of all data and information.
- Accurate record keeping.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Work proactively with internal and external teams.
- Liaise with other agencies to support service users.
- Open minded and willing to develop professionally.
- Good IT skills and ability to use MS Office (Word, Excel, Outlook).
- Able to use a computerised database for case file management.

**Desirable:**
- Adopt a person-centred focus.