



JOB DESCRIPTION

Section 1 – Post Details

Job Title:	Head of Housing Needs and Inclusion
Department:	Adults and Health
Section:	Adult Social Care, Commissioning, Housing Needs and Homelessness
Grade:	L
Post Ref:	B008074
Date:	06.07.2026

Section 2 – Purpose of Post

An integral part of the leadership team, working collaboratively with colleagues across all departments and with system partners to lead the implementation of the Directorate vision, strategic priorities and continuous improvement. Supporting the strategic direction of the Council whilst specifically having due regard for the delivery of housing, health and social care outcomes.

To provide strategic leadership to several key areas, including but not limited to: Housing Needs and Homelessness; Asylum Seekers and Refugees; co-production; First Point of Contact Hub, Social Prescribing and Community Connectors. To offer strategic leadership to Voluntary, Community, Faith and Social Enterprise (VCFSE) sector engagement, the implementation of the Carers Strategy and Integrated Neighbourhood developments as they relate to the remit of the role.

To provide visible and accountable leadership across Housing Needs, ensuring that services are responsive, legally compliant and focused on preventing homelessness wherever possible. This includes setting clear expectations for practice, performance and partnership working, supporting teams to manage demand and risk effectively, and driving continuous improvement in the quality, accessibility and impact of housing-related support for residents.

To lead the development of the prevention and intervention offer to some of our most vulnerable residents, specifically those experiencing housing needs, homelessness or risk of homelessness. To ensure that relevant statutory duties are met, and outcomes recorded and reported as required.

To develop and continuously improve the First point of contact Hub, providing effective triage, advice and guidance, and delivering this in collaboration with partners and wider Council



departments. Supporting residents to access the right service at the right time using digital, phone and personal contact.

To embed co-production as integral to the culture and ways of working of the whole Directorate, ensuring best practice and improved outcomes.

To promote engagement at all levels, particularly in neighbourhoods, with primary care, the VCFSE sector and within community settings. To retain a strengths-based approach whilst supporting and facilitating improvements in the circumstances and quality of life of residents and their carers.

To promote independence and improvements in population health at scale. Specifically, to lead the development of our social prescribing and community connector offer to both improve the physical and mental wellbeing of residents and to support a holistic social care offer.

To work closely with statutory social care services to develop step-down and prevention pathways, working ahead of need wherever possible to enable early intervention and prevention.

To competently lead and manage the division and ensure the delivery of effective and resilient services within the areas of responsibility of the post.

Section 3 – Reporting and Management Structures

Reporting To Whom:	Assistant Director of Social Work and Housing Needs
Staff Management/Supervision	<p>Managing directly: 3 x Service Leads (Service Lead for Housing Needs and Support, Service Lead for Neighbourhoods and Prevention and Service Lead Safeguarding Business Unit)</p> <p>Supervisory: staff within Housing and Inclusion structure.</p>
Budget Management:	Grant Funding Administration – Circa £3.2 Million/Year

Section 4 – Council’s Values/Competency Framework

The following are the values that are the guiding principles in all that we do and which all employees must work by.

Trust	We believe in and can rely on each other
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Respect	We embrace diversity & value our differences
Ambition	We have the courage to try new things & strive to be better
Collaboration	We achieve more by working together
Kindness	We are self-aware and considerate in all that we do

Section 5 – Main Duties and Responsibilities of the Role

Strategic and Service Management

1. To lead the development and implementation of the Council's policies and programmes of work in respect of all matters relating to Housing Needs and Inclusion. To successfully embed co-production with reference to current best practice and associated resources.
2. To ensure that statutory duties are met with respect to the Care Act 2014, Homelessness Reduction Act 2017 and all other guiding statutory, legislative and policy instruments as are relevant to the remit of the role, with respect to both residents and their carers.
3. To support the strategy, planning and service development of an integrated neighbourhood offer, working closely with other departments in the Council and system partners to ensure that the support and intervention offered to adults at risk is accessible, effective and responsive.
4. To ensure that all partnership arrangements around housing needs, adults at risk and first contact arrangements are robust, effective, inclusive and able to meet the diverse and evolving needs of our communities.
5. To develop and continuously improve the adult social care first point of contact, ensuring a strengths-based and partnership approach to initial conversations with residents and their carers, including effective triage, pathways, advice and guidance.
6. To support the development of Primary Care Neighbourhoods and the progression of whole-system integration at Place, specifically enabling diversion from statutory services via effective demand management strategies, including social prescribing and asset-based, non-medicalised solutions to presenting needs.
7. To continue to deliver the Supporting Families, Transforming Lives and Complex Lives Partnership programmes, supporting families and individuals experiencing complexity and vulnerability through early help and key worker support.
8. To work proactively to support a preventative approach to managing the housing needs of our residents experiencing risk and complexity within the context of diverse communities.
9. Proactively promote and oversee a rigorous, strategic approach to service improvements, including effective service planning, performance management, finance and budgetary control.



10. Establish and maintain purposeful strategic partnerships and effective working relationships with external organisations and partner agencies to deliver integrated and collaborative services that meet the needs of the community.
11. Lead the implementation of change to services to ensure best practice and adherence to statutory requirements/legislation. Engage appropriately with relevant change programmes contributing as necessary.
12. Proactively drive innovation and continuous improvement across the service, both departmentally and organisationally, to achieve the best possible, positive and effective outcomes for residents and their carers.
13. Provide high standards of leadership and management to teams within the remit of this role, ensuring the continuous development of employees, wellbeing, proactive absence management and health promotion.
14. Ensure appropriate and meaningful information and specialist advice are provided to enable Elected Members, officers and other bodies to monitor performance against agreed standards and targets and progress towards achieving the Council's strategic objectives.

Service Specific Responsibilities

1. To be responsible for services within the remit of the role, ensuring systems are in place to deliver a safe and professional service to the public in line with national guidance and standards for best practice. To have regard to ensuring services for adults at risk are appropriate to manage personal complexities and safeguarding concerns.
2. To create a positive culture of innovation and enterprise, promoting joint working, collaboration and partnership at every level.
3. Position the Council to influence and secure the commitment of partners to help procure and bring resources to support our overall strategic objectives as a Council, eliminating duplication where possible and improving the coordination of service delivery at a local level.
4. To formally deputise for the Assistant Director of Social Work and Housing Needs and other Chief Officers as required.
5. To ensure that strategy, planning and performance drives the utilisation of the budgets available in a manner that is fair and in line with the broader statutory obligations of the council.
6. Effectively manage the interface with elected members and partners, ensuring a high level of professionalism, judgement and accountability. This will include membership of the appropriate portfolio Strategic Policy Team.



7. To effectively establish, influence and maintain strategic partnerships and manage external partnerships to ensure safe, joined up services to meet service requirements.
8. To take a lead responsibility for managing the interface with adult social care strategic commissioning, the ICB and wider health sector.
9. To act on behalf of the Council as the functional co-ordinator, plan owner and strategic officer as part of the emergency planning provisions under the Civil Contingencies Act.

People management

1. Lead, guide and support a coherent framework of performance management which ensures that employees are inspired and committed to perform to the best of their abilities to achieve service objectives.
2. Pro-actively develop a culture which supports the achievement of high levels of performance through continuous improvement ensuring value for money in all aspects of service delivery.
3. Champion and model a culture of continuous performance improvement.
4. Ensure adherence to effective processes for recruitment, retention, development, reward and recognition of employees, promoting high attendance and performance.

Financial and performance management

1. Responsibility for the management and allocation of resources which includes the establishment of standards of performance and targets for service areas to meet agreed objectives.
2. Ensure that systems, policies and processes are in place and fully adopted to meet budget and service standards.
3. Ensure that the service provided meets the Council's statutory obligations and, where appropriate, national and local performance indicator targets.
4. Responsibility for planning, both departmentally and organisationally, which focuses on the strategic development and direction of the service.
5. Accountability for departmental expenditure and income to achieve a financial balance, within budget and through effective management.

Risk Management

1. Responsible for effective engagement, monitoring and leadership of health and safety performance.



2. Undertake a lead role in ensuring safe and effective systems for the assessment, management and mitigation of risk in relation to adults at risk.
3. Ensure compliance with all statutory requirements, particularly in relation to risk, safety and resilience, to meet the organisation's current priorities, plans and targets.
4. Support the Council's effective response to an emergency as necessary.

Section 6 – Other Responsibilities of the Role

1. To work as part of the Adults and Health Directorate leadership team, providing cover for other Head of Service areas as required and ensuring senior leadership availability over a 52-week period.
2. To be part of an out-of-hours on-call rota as required.
3. Represent the Department on behalf of Chief Officers or other Heads of Service, where required.
4. Abide by the objectives and targets of both the Section and the Department, and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records.

Any other duties, at the same responsibility level may need to be undertaken to meet operational and service delivery requirements.

Statement for posts with safeguarding responsibilities:

We are committed to Safeguarding and promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding. Therefore, as this role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.