

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Domestic Abuse and Rough Sleeping Specialist	Location:	Witney based - Elmfield
Job group:	Specialist - Level 2	Peer group no:	PG-I20
Reports to:	Caroline Clissold	Working hours:	37
Business World Post number:	Click here to enter text.	Line management responsibility:	No
		Direct Reports:	Click here to enter text.
FTE Salary pro rata:	£31,539	Contract type:	Fixed term contract - 18 months
		Further detail:	Click here to enter text.
Main purpose of this specific role:	<p>Provide technical expertise, advice and direction to internal and external partners relating to Domestic Abuse and Rough Sleeping initiatives and represent the West Oxfordshire Housing Teams at all related countywide meetings</p> <p>Lead on the implementation of the Domestic Abuse Act 2021 and ensure that all new Housing duties are met in full in West Oxfordshire District Council</p> <p>Lead on Rough Sleeping interventions in West Oxfordshire ensuring that the Target Priority Cohort have access to the relevant services and Housing options</p> <p>Apply a high level of expert knowledge within Housing and related legislation and the Domestic Abuse Act 2021. Manage sensitive, open ended and complex casework or project based work by holding a caseload of clients.</p>		

<p>Essential qualifications/skills/experience specific to this role:</p>	<ul style="list-style-type: none"> • Extensive experience of Housing Legislation, Domestic Abuse and supporting complex individuals in maintaining a tenancy, minimum of which should be 5 years in a Housing and Homelessness specific role or related services dealing with individuals with Complex Needs • Extensive experience of a Champion role working with clients who have suffered from Domestic Abuse • Extensive knowledge of related Multiagency working such as MARAC/MAPPA/Adult Homelessness Pathways • Manage a small budget relating to local Domestic Abuse measures (Target Hardening) and Rough Sleeper Initiative's • Extensive experience in managing a caseload of Complex clients • Extensive experience in applying Housing and Homelessness Legislation to client homelessness applications • GCSE Maths and English or equivalent to grade C/4 or higher • Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders • Experience of being involved in continuously improving services and developing products to meet customer need • Ability to remain calm and confident when dealing with challenging customers and environments
	<p>Generic Job Profile:</p>
<p>Main Purpose:</p>	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks • Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work
<p>Key Responsibilities:</p>	<ol style="list-style-type: none"> 1. Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction 2. Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard 3. Be responsible for small projects or input into large projects 4. Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action 5. Ability to interpret and find solutions to ambiguous and partial information 6. Play an integral role in innovating products and continuously improving services

	<ol style="list-style-type: none"> 7. Act as a lead technical advisor within the relevant service area 8. Mentor and train colleagues 9. Carry out duties with discretion, integrity and maintain confidentiality 10. Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes 11. Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs 12. Ensure all relevant customer and company information is captured and recorded accurately 13. Understand and demonstrate commitment in delivering the key performance indicators within the function 14. Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> ● The post holder is responsible for maintaining a safe working environment and ensuring, as is reasonably practicable, that safe working practices are adopted by employees within this work environment ● Work in compliance with the Codes of Conduct, Regulations and policies of Publica ● To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> ● A qualification in your area of expertise, equivalent to a degree or relevant experience of five years ● GCSE Maths and English or equivalent to grade C/4 or higher ● Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders ● Experience of being involved in continuously improving services and developing products to meet customer need ● Ability to remain calm and confident when dealing with challenging customers and environments ● Ability to resolve complex issues by negotiation ● Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes ● Demonstrate commitment and resilience to succeed ● Ability to work independently under pressure and within tight deadlines ● Excellent written and verbal communication skills ● Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> ● Relevant recognised academic or professional qualification ● Knowledge, understanding or experience of project management ● Membership of a relevant professional body

Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Ability to travel
Date reviewed:	Click here to enter a date.
Reviewed by:	Click here to enter text.
Manager job title:	Click here to enter text.
Date of issue:	Click here to enter a date.