

## Job Description and Person Specification

### Supported Housing Strategy Mgr

| Job Details         |                        |
|---------------------|------------------------|
| Grade               | 8                      |
| Service             | Housing & Homelessness |
| Location            | City Wide              |
| Job Evaluation Code | A6313                  |

#### About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

To support and coordinate the development and delivery of the Supported Housing Strategy and delivery plan. To oversee and co-ordinate the council's multi-departmental work on supported housing in Coventry ensuring providers meet Coventry's Supported Housing Standards and statutory obligations.

#### Main Duties & Key Accountabilities

Collaborating with the Housing and Homelessness Commissioning and Partnerships Lead to create and execute Coventry's Supported Housing Strategy and delivery plan.

Coordinating multi-agency partnership engagement, including ASC, NHS, Police, and VCS, in developing

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| the strategy and ensuring its effective implementation.  |
| Leading market shaping, commissioning intentions, and service model design while overseeing needs assessments, data modelling, and market analysis for strategic development and delivery. |
| Developing and managing key performance indicators, dashboards, outcome frameworks, and governance reports to demonstrate strategy implementation and adherence to Government guidance.    |
| Developing a centralised system for managing voids, referrals, and move-on, ensuring optimal utilisation of Supported Exempt Accommodation across the city.                                |
| Leading strategic transformation initiatives and funding proposals focused on developing new SEA offerings aligned with organisational strategy.   |
| Overseeing inspections, audits, and monitoring across supported housing while managing the quality officer to ensure compliance with relevant standards and regulations.                   |
| Coordinating responses across multiple agencies for providers identified as underperforming or presenting significant risks.   |
| Supporting providers in enhancing practices and aligning with regulatory requirements while maintaining up-to-date data on quality, incidents, and outcomes.                               |
| Ensuring the perspectives of individuals with direct experience of supported housing are integrated into the strategy and operational practices.   |

| Key Relationships |  |
|-------------------|--|
| External:         | Supported housing providers, NHS, Police, VCS partners   |
| Internal:         | Housing & Homelessness, Commissioning Teams, SEA team, Adult Social Care, Children's Services, Revenues & Benefits & Housing enforcement |

| Standard Information  |
|---|
| <p>Post holders will be accountable for</p> <ul style="list-style-type: none"> <li>● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</li> <li>● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.</li> <li>● any other duties and responsibilities within the range of the salary grade.</li> </ul> |

**Responsible for**

Quality Officer

**Person Specification**

**Requirements**

|                    |  |
|--------------------|--|
| Knowledge          | A comprehensive understanding of exempt accommodation, Housing Benefit, HMO standards and supported housing pathways and commissioning       |
|                    | Knowledge of local authority Housing Options/Solutions teams and homelessness legislation.   |
| Skills And Ability | Effective collaboration, negotiation, and leadership abilities within system-focused environments including listening and negotiation skills |
|                    | Well-developed ICT skills, including the use of Word, Excel and PowerPoint, Outlook and other Office 365 applications such as SharePoint.    |
|                    | Effective collaboration, tact, and excellent communication abilities.  |
|                    | Ability to analyse risk and produce detailed audit reports.  |
|                    | Ability to interpret complex data and produce strategic documents including leading on strategy development.                                 |
| Experience         | Experience in managing projects and developing business cases, strategies and performance frameworks   |
|                    | Experience in strategic or supported housing, regulation, inspection ASC or commissioning.   |
|                    | Experience of being in a leadership role or capacity (professional or personal).   |
|                    | Experience of carrying out needs and risk assessments  |
| Qualification      | A good standard of general education including a general certificate of secondary education in Mathematics and English at Grade 4 or         |

|                      |   |
|----------------------|---|
|                      | above   |
| Special Requirements | Ability to work flexibly, including some evening and weekend work |