



JOB TITLE:	Senior Housing and Welfare Officer		
GRADE: JOB CODE:	G10 RT258SHWEG10	SERVICE AREA:	Housing & Welfare Team MHJ
REPORTS TO:	Customer Engagement Manager	LOCATION:	Any council premises
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hours meetings as required. Provide out of hours service cover on a rota basis. That in booking leave regard is given to service/team needs, workloads and deadlines in order to maximise resources during peak customer demand and to ensure delivery of performance targets. 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*
- Working outside of standard office hours may be required.*
- There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out-of-hours meetings as required.*
- Provide out of hours service cover on a rota basis.*
- That in booking leave regard is given to service/team needs, workloads and deadlines in order to maximise resources during peak customer demand and to ensure delivery of performance targets.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

1. Main purpose of the job role:

The main purpose of this job is to:

Help front line staff to help residents.

To monitor service performance.

To support self-management and within teams

To work and remove failure demand in systems.

To provide complex technical advice to front line staff in one or more of the following specialist areas:

- Homelessness (part IV and part VII)
- Housing Management
- Money Management, Debt and Welfare Benefit and Income maximisation

In the first instance they will be supporting staff helping customers within Walsall housing projects and localities. They will already have specialist knowledge in one or more of the disciplines above but will also be expected to gain understanding and knowledge across a wide range of Partners and Council services. The individuals will have direct line management responsibility and will be expected to support staff in any HR, performance, development issues or opportunities. The roles are key to the successful embedding of the transformation of the service using Systems Thinking.

The post holder will be passionate about helping customers when and where they need it and will be responsible for ensuring that staff are equipped to meet customer demand or can get further help from services.

3. Role specific duties and accountabilities:

Horizon Scanning

- To have and maintain in depth knowledge of relevant legislation, regulations, case law and best practice and understanding of systems and procedures.
- Using data and flow analysis to help understand customer demand, capacity in the current system and the capability need to fully meet customer demand.
- Taking responsibility for the production of key strategic documents and statutory returns.
- To understand and remove system conditions that adversely impact customer service in any part of the organisation and working at any level. To understand and remove failure demand within a system and to improve the flow of value work.
- Work directly in a psychologically informed environment (PIE) with Customers and supporting staff with customers as and when required, some of which will have very complex and emotionally challenging needs.

Leading People

- Excellent Communication and Leadership skills to ensure teams understand and buy into the Vision for Customer Engagement.
- To help staff to help customers and to assist lead officers within Customer Engagement to ensure that customers are given the help they need when and where they need it.
- To promote a culture where customers are given the advice they need to be able to make decisions about their own lives and develop the skills they need to resolve their own problems in the future.
- To provide systems thinking and emotional support to teams.
- To have an understanding of key measures within the system and prepare reports on progress of these measures to the Head of Customer Engagement and staff.

Managing Resources

- Responsibility for a small budget (Under 10K) to be used to ensure customers are helped within the Council's policies and procedures.

- **To attend relevant multi-agency meetings and conferences with the aim of safeguarding clients and/or representing the interests of the Council.**
- **To have responsibility for key pieces of work including tribunal or court attendance which would include preparation and presenting in court in a variety of highly sensitive cases.**
- **To coordinate and where appropriate take part in the emergency out of hours duty rota relating to vulnerable customers living within temporary accommodation and / or supported housing provision.**
- **To be responsible for ensuring all buildings and equipment owned or managed by the Council meet the correct standards of repair and that all responsibilities under health and safety are carried out effectively.**
- **To take on case work themselves to help residents when and where they need it (when helping customers or staff a considerable element of work will be in customers' homes, in locations across the borough or on the telephone where they will be exposed to adverse conditions and casual or serious abuse at least once a day).**

Managing Performance

- **To support staff and ensure that any performance issues are understood and supported.**
- **Take responsibility for gathering data to identify skills gaps or training needs within the workforce to support leaders to align staffing resources to meet customer demands effectively.**
- **To design and deliver training in your specialist area in order to raise capability in the wider workforce.**
- **To support front-line staff to make appropriate statutory decisions in accordance with relevant legislation.**

Managing Self

- Respond to complaints, council member enquiries, and conduct case reviews.
- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.

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4. Key Stakeholders and reporting lines

- To develop and promote strong partnerships with residents, other public agencies, local business and the voluntary and community sector that provide joint solutions for the improvement of the borough and improve the quality of life for local people.
- Work closely with portfolio holders to advise and facilitate a strong interface between political, executive and management teams, to ensure that members priorities around Customer Engagement, are effectively understood, implemented, and that portfolio holders are appropriately supported in their roles.
- Work closely with customers both internal and external, strategic partners e.g. Proud Programme Office, ICT and other relevant leaders, to drive and promote sustained improvements in customer experience and outcomes in Walsall.
- Reporting to Cabinet, Council, Scrutiny committees and accountability to the same.
- To develop and maintain relationships with senior managers, managers and Directors across the organisation and network with partner organisations to develop opportunities to address shared priorities.



Walsall Council

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=l both=A/l test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and	A/I	3

responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Competencies		
Influencing - Using influence and persuasion to promote a position, building alliances, networks and partnerships.		3
Facilitating - Able to elicit the views of others, creating a climate of openness, stimulating others to work effectively in group settings, promoting a team approach to issues.		3
Developing People - Having personal involvement in the coaching, mentoring and development of others, creating a developmental climate, growing people.		3
Making Things Happen - Ensuring implementation and follow through, empowering others, getting around blocks and barriers, encouraging innovation, expanding people's roles.		2
Getting the Message Across - Making effective presentations to individuals and groups, enhancing understanding and meaning.		2
Thinking Flexibly - Able to see things from different perspectives, generate alternative options rather than being restricted by subjectivity or personal bias.		3
Focusing on achievement and delivery - Able to focus on doing something better, creating a climate of adding value and continuous improvement; focus on delivery and outcomes.		2
Building Confidence in others - Being supportive but clear, building belief in others of success and potential success.		2
Thinking Analytically - Creating and using concepts to explain and interpret situations, linking pieces of information together, creating a rich pool of ideas and a visionary strategic approach		2
Is politically aware and understands how the organisation works.		2
Values		
Strong commitment to the delivery of customer services and the link with staff empowerment and organisational savings.		2
Strong commitment to equality of opportunity and accessibility.		3
Strong commitment to on going development of self.		3
Strong commitment to service delivery and customer excellence.		3
Abilities/Skills:		
Cares about customer service.		3
Strong listening skills		3
Able to successfully work with teams to develop a group drive to achieve outstanding performance.		3
Ability to work autonomously and under pressure using initiative to deliver something new for stakeholders with little direction.		2
Analytical skills and the ability to communicate a range of issues to a variety of audiences.		2
Ability to support staff to make complex, critical decisions with skill.		3

Highly developed creative and developmental skills to analyse and interpret complex customer information and produce long term solutions.	I	2
<i>Ability to interpret legislation and law and how it impacts customer service deliver .</i>	I	3
<i>An understanding of Systems Thinking methods and techniques.</i>	I	2
A strong understanding of the legislation for Health & Safety in the workplace.	I	3
An ability to understand people and the complex nature of some of their interactions	I	2
Acts in a collegiate and collaborative way that engages with people at all levels.	I	3
Clear communicator ability to receive and present complex, sensitive or contentious information to groups, overcoming barriers to communication.	I	2
Highly customer focused.	I	3
An understanding of customer demand and services alignment to customer demand	I	3
Highly motivated, resourceful and resilient.	I	2
A clear ability and skills to work in a Psychologically Informed Environment	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Significant experience of helping customer in their specialist areas.	A/I	3
Significant experience of developing and maintaining good working relationships with a wide range of stakeholders to deliver tangible results.	A/I	2
Significant experience of working with others to people to deliver service improvement	A/I	2
Evidence of continuous professional development		
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
<i>Degree / Professional Qualification / HND or equivalent experience</i>	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	M Dudson	Date:21/10/2024