

## Job Description

### Homes and Money Connected Support Manager

Job Details	
<b>Grade</b>	D (consultation grade - subject to formal evaluation under the Pay Equity Review)
<b>Job Evaluation Number</b>	A235
<b>Number of Posts</b>	1
<b>Directorate</b>	Adult Social Care
<b>Division</b>	Homes and Money Manager
<b>Department</b>	Libraries/NAIS
<b>Service Area</b>	Homes and Money Manager
<b>Reporting to</b>	Head of Service - Connected Communities

#### 1.0 Portfolio Responsibilities

As manager, you will oversee strategy, workforce development, legal compliance, and service standards for support areas. You will also establish community links and partnerships, empower individuals, and engage with local stakeholders. Your goal is to translate the vision into action. Ensuring housing, financial stability, employment opportunities, and community connections to improve well-being.

#### 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Being an effective leader, able to energise, engage, motivate, and manage staff to deliver against corporate, service, and individual objectives. Along with leading the development of a cross-functional team that is assigned to the service outcomes. Consequently, either directly or by matrix management inclusively managing a diverse group of staff to ensure the successful delivery of a service.

leading on developing and rollout of the Information, Advice and guidance (IAG) strategy, being responsible for oversight and creation of supporting collateral. Ensuring comprehensive reporting and assessment of intervention impacts, and collaborating with external providers to maximize the effectiveness of IAG initiatives. This pivotal role encompasses cross-directorate responsibilities to foster an integrated approach to IAG delivery.

<p>Being responsible for the continuous improvement of the service delivery model across the Homes and Money pathway. Including both the digital and physical offers and the contract management of commissioned services.</p>
<p>Developing and to embed an outcome focused framework and culture across the service demonstrating measurable improvements and financial saving opportunities.</p>
<p>Allocating and providing management oversight on new (proactively identified) or transferred (partner or from Community Library hub) Homes and Money cases. Including tackling the progress of interim outcome plans, conducting audit review, plan closures or escalation to statutory services . In addition to undertaking case reviews for plans open in excess of four months.</p>
<p>Building strategic, voluntary and community sector partnerships to ensure services to individuals and households are delivered in a holistic strength based way</p>
<p>Being responsible for the delivery of the performance outcome framework aligned to the service delivery model across the Homes and Money Pathway.</p>
<p>Being accountable for management of the Homes and Money advisors and the Homes and Money Community Library Hub advisors working across Birmingham.</p>
<p>Leading on the development of the data and performance requirement of the service. Along with using data and insights to underpin decision making.</p>
<p>Having experience of horizon scan for trends and issued and ensure that a proactive response to continuous improvement is maintained.</p>
<p>Contributing to the development and introduction of quality assurance framework for the service. Then using the findings to drive continuous practice improvement in the team.</p>
<p>Developing effective working partnerships across the council and with key strategic partners</p>
<p>Managing the operational effectiveness of the team, allocating and prioritising workload, and taking responsibility, ensuring all work is safely and efficiently managed.</p>
<p>Managing and implementing evidence-based decision-making practice in the team and manage, monitor, and ensure the effective delivery of the service.</p>
<p>Advising on the analysis and interpretation of data, identify trends and test solutions. Presenting results and putting forward recommendations to support the resolution of issues and support decision making. Therefore managing the effective use of performance processes and systems to promote effective service delivery and drive improvement.</p>
<p>Contributing to and provide professional leadership of organisational change and development and effectively able to manage performance management issues.</p>

Leading major projects and reviews within a defined area of work to support and enhance service delivery.
Liaising internally and externally to ensure the department/service issues are appropriately represented and acted upon.
Monitoring and supporting the performance management and development of team members using a coaching approach. Therefore supporting individual development and ensuring that individual contributions are maximised.
Working with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.
Reviewing the operations of the teams to identify improvements in systems, processes, procedures and working method. Proposing changes to secure greater efficiency and compliance.
Having a good working knowledge of relevant legislation, and a enthusiastic drive to deliver outcomes and improve services.
Leading the development of preventative service practice, partnership working, and the impact of multiagency planning. Determining how this can improve and impact individuals' and households' experiences and outcomes.
Having ability to deliver robust reflective strength-based supervision which contributes to best outcomes for individuals and households.
Leading the development and introduction of a quality assurance framework for the service. Then using the findings to drive continuous practice improvement in the team. Ensuring high standards of outcome-based case management and assume responsibility for all information assigned to the post.
Being responsible for all of the Homes and Money Specialist staff and the Matrix management of Homes and Money Hub Specialists.
Ensuring compliance with and effectively promote the Council's Equalities and Diversity policies and strategies and comply with the Equality Act 2010. `
Being responsible for personal and professional development and seeking evidence of good practice to develop a culture of continuous improvement. Including having ability to question poor performance and to drive continuous improvement.

### 3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
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Homes and Money Specialists	Homes and Money Specialists - - 8	8
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Special Conditions	
Is Safeguarding Check needed?	DBS Enhanced Adults

### Person Specification

Essential Criteria		
Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Experience	AF/I	Have excellent leadership skills with substantial experience in motivating, coaching, mentoring and developing staff
Experience	AF/I	Demonstrate Significant work experience at management level in one or more relevant specialist areas.
Experience	AF/I/Q	Have experience in financial management and budgeting to oversee Homes and Money Connected support programs.
Experience	AF/I/P	Have proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives
Experience	AF/I/P	Able to influence organisational development proactively using feedback from your area of responsibility
Experience	AF/I	Have ability to communicate effectively in highly charged, complex or difficult situations. All with a wide range of audiences, for different purposes and at different levels, including public speaking.
Experience	AF/I	Have ability to model and promote a culture of clear communication. Supporting the development of effective communication skills in others

Skills	AF/I/P	Have extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management
Skills	AF/I	Able to analyse, interpret and evaluate relevant data. Applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making.
Skills	AF/I	Have advanced problem solving and analytical skills. Along with the capacity to devise and implement innovative solutions for strategic change.
Skills	AF/I	Have a proven ability to assess risks and benefits in a complex environment and respond appropriately.
Skills	AF/I	Have proven written and oral communication and interpersonal skills with established negotiation and influencing skills. Along with the ability to work collaboratively with internal and external partners/professionals
Skills	AF/I	Demonstrate proven problem solving skills with the capacity to devise and implement innovative solutions.
Skills	AF/I	Have ability to provide case management oversight, including escalation or closure.
Skills	AF/I	Have ability to manage budgets in accordance with financial pressures
Skills	AF/I	Have proven written and verbal communication and interpersonal skills with good negotiation and influencing skills
Skills	AF/I	Have high self-organisation and ability to organise tasks of team
Skills	AF/I	Have a proven ability to manage a wide range of complex projects or programmes.
Skills	AF/I	Able to monitor, analyse, manage delegated budgets, funding and resources in accordance with

		organisation's policies and procedures.
Skills	AF/I/P	Able contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement. in own area of specialism and monitor and control their implementation to manage and mitigate risks.
Other	AF/I	Need to work flexibly across community/universal settings (including evenings and weekends) over a 36.5-hour week.
Other	AF/I	Have a clear understanding and commitment to maintaining confidentiality and data protection in lines with GDPR.
Education	AF/Q	Have educational or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.
Education	AF/Q/I	Have professional credentials or evidence of high. level understanding of relevant business disciplines
Training	AF/I	Able to take responsibility for continuing self-development and participate in training and development activities.

All staff understand that employment on this job description is in line the current BCC; BCT and Acivico workforce contracts.

In line with your Birmingham workforce contract, it may be reasonable from time to time to request employees to undertake other duties commensurate with your role. These requests should be exceptional. If you find these are anything other than a 'time to time' request, then it will be necessary for the role to be re-evaluated (following NJC Gauge principles) to maintain the integrity of BCC's job evaluation scheme.

For reference your contract of employment states: From time to time, you may be required to undertake other or additional duties as we may reasonably require.

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the

workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

## Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

**At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.**