Role Profile

Post Title:	**Homeless Co-ordinator (Temporary Accommodation)**
Grade:	**9**
Date Created:	**3rd November 2026**

ROLE DEFINITION

To support management in the effective and efficient delivery of the Temporary Accommodation Portfolio for both emergency and interim accommodation, to ensure a co-ordinated approach is delivered as part of the wider provision of services within the Homeless Service.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Manage and motivate a team of staff to ensure quality services are delivered including staff supervision and support; establishing and reviewing workloads; coaching; personal development and training and carrying put appropriate assessment sessions.
- Facilitate excellent team working and relationships with other parts of the Council's housing service and departments and agencies with whom the service routinely works.
- Assist management in the developing and overseeing of the operation of the service.
- Ensure the efficient and effective delivery of the services of which the post is responsible.
- Monitor the implementation of NAC's homeless procedures and protocols.
- Contribute to the development, negotiation, management and review of all relevant strategies and performance management activities.

- Prepare reports, briefs and statistical analysis and to ensure the work of the section contributes to improved service delivery.
- Develop standards, performance indicators, and targets for the team and service providers.
- Manage systems to collect information that enables the homeless service to meet statutory/regulatory responsibilities.
- Co-ordinate inter agency steering groups and attend meetings as required, representing the department or Council.
- Liaise with external agencies and partners ensuring appropriate representation from the homeless service.
- Liaise and maintain links with other council departments and specialist agencies to maximise resources for the service's clients.
- Implement the Council's equalities policies.
- Undertake health and safety risk assessments and develop, implement, and review any necessary control measures or action plans.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• SVQ 3 Management qualification or equivalent • SVQ 3 Health & Social Care or equivalent (for Hostel and Support responsibilities only)	• HND in Housing Studies or equivalent • SVQ L4 in Health and Social Care (or working towards) (for Hostel and Support responsibilities only)	• Application Form • Interview
Experience	• Supervisory experience • Social Care/Local Authority setting • Working within a multi-agency setting	• Housing/Homeless services • Procurement procedures for Services	• Application Form • References • Interview
Specialist Knowledge	• Current issues and legal provisions governing the Homeless Service • Needs of the client group and the resources available to meet these • Health and Safety legislation and undertaking risk assessment process • Addictions services, mental health services and welfare right	• Policy and procedure development • Service user involvement/ engagement • Council's e-Procurement system, polices and procedures	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

	• Interagency working		
Skills and Abilities	• Written and verbal communication skills • Ability to deal with challenging behaviour • Ability to organise, lead and motivate staff on a shift rota basis • Ability to meet deadlines	•	• Application Form • References • Interview
Other	•	• UK Driving Licence	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

councillors
OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind