

JOB DESCRIPTION

Job Title	Thrive 16+ Service Manager		
Directorate	Adult Services & Housing		
Reporting to	Head of Service Housing Options & Homelessness		
Grade	10		
Evaluation ref:	RP283	Job Family ref:	
Role Purpose			
<p>Provide leadership, expertise and manages the Thrive 16+ service in Adults and Housing through a specialist team providing housing-related support, accommodation services and preventative services for young people aged 16 to 25 who are homeless or threatened with homelessness.</p> <p>Provide targeted support and commissioned services to prevent homelessness, enable young people to return home or live independently.</p> <p>Lead on multi-agency collaboration, pathway planning and independence preparation working in partnership with internal services and external agencies including service such as Children's social care, mental health services, education and training providers, substance misuse service, NHS, Police and supported accommodation providers.</p>			
Accountabilities			
Main Responsibilities & Duties			
<p>Responsible for the further development of systems and procedures to ensure that all 16+ housing related support and accommodation services provide a standardised and sustained service.</p> <p>Support and liaise with Housing Options frontline teams and the area Homeless Prevention Officers and the equivalent of this role in Children's and Adult Social Care to address any challenges.</p> <p>Participate as a member of the 16+ Board and produce reports that cover 16+ Services.</p> <p>Ensure the joint protocols in relation to 16/17 year old's that are not looked after children and Care Leavers are kept up to date and adhered to by all relevant parties.</p> <p>Act as the Responsible Officer for the performance and delivery of the 16+ Resources Panel.</p> <p>Advise and inform commissioners within the Council, elected members, relevant staff and the general public on issues relating to 16+ services and duties arising from the statutory/regulatory framework covering their specialist subject.</p>			

JOB DESCRIPTION

Lead on, create, monitor and review frameworks of performance measures and quality standards to be applied in the operational delivery of 16+ services and to ensure young people are achieving the best possible outcomes. This includes regular contract monitoring visits to providers including quality assurance reporting.

Drive and operate partnership and co-operative working with external agencies/bodies including NHS, Police, Council members, supported accommodation providers and officials to ensure the effective implementation of all 16+ services.

Develop and maintain effective working relationships with internal service providers including Children's Social Care, Adult Social Care, Somerset Direct and other Housing Services.

Establish and develop an effective communication strategy and plans in conjunction with Children's and Adults Social Care and Council communication leads.

Initiate, participate and chair meetings and ensure that agreed actions are achieved. Promote client involvement in reviews and other forums to facilitate customer feedback.

Manage a team of specialist Thrive 16+ Housing Options Officers to support with emergency accommodation during housing crises, mediation to rebuild family relationships, supported accommodation across the County, help with finding permanent housing, benefits claims, managing money and utilities and access to tenant accreditation scheme for independent living skills.

Ensuring the Thrive 16+ Housing Options Officers liaise closely with providers to support with tenancy sustainment interventions and is appropriately reported and recorded.

Understand, uphold, and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Good understanding and ability to develop and implement effective performance management	X	
Knowledge and understanding of implementing equality and diversity in commissioning and reviewing service delivery.	X	
An understanding and commitment to effective customer and community engagement leading to service redesign and change management.	X	

JOB DESCRIPTION

Understanding of issues and requirement relating to safeguarding children and adults, asylum-seeking young people rights and care leaver framework.	X	
Person centred trauma-informed practice	X	
Knowledge and understanding of current legislation, guidance and regulatory standards and local practice in relation to housing and young people.	X	
Understanding of the potential impacts of relevant legislative change.	X	
Understanding of the operation of the care system in relation to looked after children and care leavers.		X
In depth experience and understanding of accommodation pathways for young adults		X
Knowledge of pathway planning, emotional wellbeing support, and education/training access.		X
Experience		
Experience of developing and delivering representational and communication activities that successfully deliver key messages internally and to the public.	X	
Demonstrable experience of multi-agency collaboration/partnership working, including the ability to influence and, where required, lead multi-agency projects and initiatives with particular reference to standard setting and whole service commissioning.	X	
In depth experience and understanding of issues facing young people that puts them at risk of homelessness	X	
Subject matter expert with detailed experience and knowledge of housing and homeless legislation.	X	
Experience in transition planning for young people moving to independence.	X	
Experience in supported accommodation and housing-related support.	X	
Experience managing a team and service/commissioning budget.	X	
Ability to analyse interpret performance data to communicate required service delivery change / improvement	X	
Experience of creating system processes and procedures		X
Management experience in services supporting housing and young people.		X

JOB DESCRIPTION

Qualifications / Registrations / Certifications		
Relevant Degree, Professional Qualification or equivalent experience. (housing, homelessness)	X	
Evidence of continuing professional development.	X	
CIH qualification.		X
Skills		
Promotes the need for change and acts as a role model for change.	X	
Positive, committed, adaptable, thorough and confident approach.	X	
Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care.	X	
Committed to diversity in service delivery and employment.	X	
Innovative and creative approach to service improvement and value.	X	
Customer- and Communities- focussed.	X	
Personal Integrity.	X	
Drive and self-motivation – “can do” attitude.	X	
Sound analysis and decision making in dealing with complex service delivery and/or policy development matters	X	
Confident to be able to professionally challenge when required.	X	
Empathetic and resilient	X	
Commitment to young people’s rights and empowerment	X	
Solution-focused and collaborative approach	X	
Working Conditions		
<p>You will be able to carry out this role with hybrid working from home but will be required to work at various locations across the county to support the team and the effective delivery of the service.</p> <p>This role may require occasional evening work.</p>		

JOB DESCRIPTION

Travel across service locations in the County of Somerset is expected. *(Full UK driving licence is often essential due to travel across multiple sites.?)*

Dimensions of the role

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.

Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 23/10/2025