

Role profile

Job Title:	Multi Agency Homelessness Response Officer	Grade:	10
Department:	Housing Demand	Post no.:	
Directorate:	Housing and Environment	Location:	Perceval House

Role reports to:	Borough Rough Sleeping Coordinator
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

The Multi-Agency Homelessness Response Officer will play a key role in coordinating and facilitating a multi-stakeholder approach to supporting individuals experiencing homelessness. This role will ensure effective collaboration between statutory services, charities, and community organisations to improve outcomes for those discussed in multi-agency meetings.

Working independently, the postholder will be responsible for tracking cases, monitoring data, and ensuring that agreed actions are followed through between meetings. By fostering strong partnerships, identifying gaps in service provision, and driving a proactive approach to case coordination, this role will enhance support pathways and improve the long-term stability and wellbeing of individuals at risk of or experiencing homelessness.

The Multi Agency Homelessness Response Officer will play a pivotal role in addressing homelessness in Ealing by leading the coordination of multi-agency efforts to support vulnerable individuals. The post holder will ensure effective service delivery, enhance data management, and improve case follow-up processes, directly addressing health inequalities faced by the homeless population. This role involves strategic planning, stakeholder engagement, and the implementation of evidence-based interventions to prevent "toxic help" and improve service outcomes.

Key accountabilities:

1. Leadership of the Task & Targeting Group

- Take full ownership of organising, chairing and facilitating the Multi-Disciplinary Team (MDT) meetings, currently held every six weeks, with scope to increase frequency based on need.
- Set the strategic direction for meetings by preparing agendas, tracking attendance, and ensuring that follow-up actions are implemented effectively.
- Drive collaboration by fostering accountability among partner organisations, ensuring a coordinated and proactive response to homelessness cases.

2. Service User Data Management & Oversight

- Design a robust tracking system that is able to interface with multiple organisations, ensuring visibility on progress of cases.
- Lead on maintaining and updating the service user tracker, ensuring timely and coordinated responses from relevant agencies.
- Oversee data integration across services, preventing information silos and ensuring all stakeholders have a shared, up-to-date understanding of each case.

3. Strategic Communication & Partnership Liaison

- Extensive cross-organisation work with NHS (including primary care, acute Trusts, community and mental health Trusts), RISE (Drug & alcohol services), Hope for Southall Street Homeless and other statutory and voluntary services who attend the Task & Targeting group in Southall.
- Act as the primary liaison for all organisations involved in the MDT, ensuring seamless information exchange and alignment of interventions.
- Proactively engage partners in a tailored way suitable to their individual needs to ensure case progress is continuously monitored and acted upon.
- Facilitate training sessions for group members, promoting sustainable practices and continuous improvement.

4. Data-Driven Decision Making & Reporting

- Collect, analyse, and manage key service data to enhance case oversight and inform strategic decision-making.
- Produce reports that track service user outcomes, identify trends, and support evidence-based improvements in homelessness interventions. Present these at various Borough Based Partnership committee meetings to ensure stakeholders are updated.

5. Operational Efficiency & System Improvement

- Reduce the administrative burden on frontline staff by handling record-keeping, scheduling, and follow-up tracking, allowing RISE staff (who currently organise the Task & Targeting meeting) to focus on direct client support.

- Play a key role in scaling up MDT operations across Ealing, expanding its reach and effectiveness beyond Southall.

6. Case Progression & Accountability

- Independently monitor and drive follow-ups on MDT actions, ensuring no service user falls through the gaps.
- Take a proactive approach to preventing “toxic help” by identifying and addressing barriers that lead to service disengagement.

7. Policy Development

- Contribute to the development and implementation of policies and procedures that enhance project delivery and service coordination.
- **Stakeholder Engagement:** Act as the primary liaison for internal and external stakeholders, facilitating updates, communication, and case tracking. Build and maintain relationships to strengthen collaboration and shared protocols.
- **Administrative Leadership:** Reduce administrative burdens on staff by taking on record-keeping, scheduling, and follow-up tracking responsibilities, allowing frontline staff to focus on direct client support.
- **Case Follow-Up and Oversight:** Monitor progress on action items, ensuring decisions are effectively implemented and robust follow-through is maintained.
- **Training and Development:** Facilitate training sessions for group members, promoting sustainable practices and continuous improvement.

Key performance indicators

1. Multi-Agency Coordination & Meeting Management

- **Attendance & Engagement:** % of key partner organisations consistently attending MDT meetings.
- **Follow-Through Rate:** % of action points from each meeting completed within agreed timelines.

2. Case Tracking & Service User Outcomes

- **Timely Case Follow-Up:** % of cases receiving a follow-up action within set timeframes after an MDT discussion.
- **Service Engagement Rate:** % of service users successfully linked with appropriate support services.
- **Reduction in Repeat Cases:** % decrease in cases repeatedly discussed due to lack of progress.
- **Service User Outcomes:** % increase in service users moving to permanent accommodation or employment.
- **Reduction in Service User Engagement**

3. Data Management & Reporting

- **Data Accuracy & Completeness:** Service user records maintained continuously with up-to-date and complete information.
- **Evidence-Based Decision Making:** Using data analysis and insights to inform MDT actions and future meeting discussion and agenda.

4. Stakeholder Engagement & Communication

- **Stakeholder Satisfaction:** Qualitative feedback or survey results from MDT partners on the effectiveness of coordination.
- **Expansion of Partnerships:** Increase in the number of agencies engaged in MDT meetings over time.

5. System Improvement & Scaling Impact

- **Expansion of MDT Reach:** Potential increase in MDT meetings or geographic coverage beyond Southall.
- **Process Efficiency Gains:** Reduction in administrative burden on frontline staff through improved coordination and tracking systems.
- **Sustainability & Funding Impact:** Number of service improvements or funding opportunities identified through MDT data insights.

Key relationships (internal and external)

- West London NHS Trust Mental Health services
- Ealing Local Authority Adult Social Care Services
- Ealing Local Authority Housing Demand
- Ealing Local Authority Landlord services
- Support Providers
- NHS CLCH Out Of Hospital Care Team
- NHS London North West University Healthcare Trust Inclusion Health Team
- Probation Services
- RISE (Drug and Alcohol services)
- Hope for Southall Street Homeless
- Police
- NHS Ealing Primary Care Services
- Other Relevant Agencies

Authority level

- Organising, chairing and facilitating meetings
- Liaising independently with internal and external stakeholders and service providers.
- Developing and maintaining the service user data tracker

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

*** Key criteria – applicants need only address points with * please give examples.**

Knowledge

1. ***Homelessness & Vulnerable Populations** – Understanding of homelessness issues, including systemic barriers, service user needs, and best practices in intervention.
2. ***Multi-Agency Working** – Familiarity with working across public, private, and voluntary sectors, including NHS, social services, and housing organisations.
3. ***Health & Social Care Systems** – Knowledge of NHS structures (primary care, acute trusts, mental health services) and Social Care frameworks.
4. *** Management & Reporting** – Proficient on data collection, tracking, and analysis for service improvement and case management.
5. ***Policy & Strategy Development** – Awareness of policies related to homelessness, safeguarding, and multi-agency coordination.

Skills

1. ***Leadership & Facilitation** – Ability to chair meetings, set strategic direction, and foster collaboration among diverse stakeholders.
2. ***Managing workload independently** – Ability to engage with multiple stakeholders, manage priorities and case load entirely independently.
3. ***Project & Case Management** – Strong organisational skills to track case progress, monitor follow-ups, and ensure service coordination.
4. ***Communication & Stakeholder Engagement** – Excellent written and verbal communication skills for engaging with multiple agencies and presenting data-driven reports.
5. ***Problem-Solving & Decision-Making** – Ability to identify barriers to service delivery, propose solutions, and drive continuous improvement.
6. ***Data Analysis & Reporting** – Competency in collecting, analysing, and presenting service user data to inform strategy and policy.

Abilities

1. **Independent Initiative & Accountability** – Self-motivated, able to drive actions forward without direct supervision.
2. **Collaboration & Partnership Building** – Ability to work across sectors, build strong relationships, and align stakeholders toward shared goals.
3. **Adaptability & Flexibility** – Responsive to changing needs, with the ability to scale up operations and adapt strategic approaches.
4. **Attention to Detail** – Ensuring accuracy in tracking, documentation, and follow-ups to prevent service users from falling through gaps.
5. ***Training & Capacity Building** – Ability to deliver training sessions and promote best practices among partner organisations.

Essential qualification(s) and experience

- 1) Experience in a housing, social care, or support services environment, particularly working with vulnerable individuals.
- 2) Proven experience in case management, data oversight, and service coordination.
- 3) Experience working with multi-agency teams and facilitating cross-sector collaboration.
- 4) Familiarity with mental health, substance misuse, and/or homelessness services is an advantage.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards