

JOB PROFILE

POST: Team Leader - 2023
LOCATION: The Hostel, Crawford Square
RESPONSIBLE TO: Hostel Manager

Responsible to: The Team Leader reports directly to the Manager or his deputy.

Responsible for: The Team Leader has full responsibility for line managing Support Workers.

Job Purpose: The Team Leader will oversee and co-ordinate the work of Support Workers. He/she will work in conjunction with other Team Leaders to ensure the seamless provision of services ranging from in-hostel support through to the resettlement of homeless men, many of whom have complex needs. He /she will contribute to the effective and efficient organisation and management of the hostel in accordance with agreed professional standards and operational policies.

MAIN DUTIES AND RESPONSIBILITIES

SERVICE PROVISION AND ADMINISTRATION

1. Client Referral

- Carry out a client interview.
- Process referral forms ensuring that all necessary information is gathered and accurately recorded.
- Carryout an eligibility check and risk assessment based on the information on the referral form.
- Enter all details on the referral form onto the PSOCC and SASSHA systems.
- Complete initial needs assessments and enter details onto PSOCC and SASSHA
- Provide all relevant information to the HSM for decision.

2. Induction and socialisation

- Ensure License Agreement is explained and signed by the client.
- Receive and induct new clients into the hostel and services.
- Undertake a needs assessment.
- Complete Seven Day Action Plan ensuring all key aspects of the plan are achieved within the timeframe.

3. Allocation

- Convene team meetings and allocate a Key Worker, taking account of individual workloads.
- Carry out a client focused risk and needs support assessment in order to inform the Support Plan.

4. Support Planning and Review

- Ensure the implementation of Support Plans by the team using the SMART methodology
- Ensure the effective implementation of the Support Plans
- Carry out ongoing four weekly reviews to ensure that all elements of the Support Plan are being actioned by the appropriate staff
- Respond to potential risks and incidents and take appropriate precautions and/or actions.
- Complete the shift handover, ensuring that all relevant information has been recorded on SASSHA.
- Ensure that all residents files are updated on a shift by shift basis and signed and dated accordingly.

5. Code of Conduct

- Implement the residents Code of Conduct in line with the Licence Agreement and the Mission's policies and procedures.

6. Quality Assessment Framework

- Ensure that all activities are in line with and support the Quality Assessment Framework

- Provide quality evidence to support QAF reviews.
- Collate information and evidence for service user involvement in monthly and other reports as necessary.
- Attend and contribute to all relevant management and staff meetings

7. Key Working

- Conduct Key working sessions with residents.
- Record all relevant information; ongoing progress, update plans and ensure follow-up.
- Provide ongoing support
- Advocate for and communicate with all relevant stakeholders

8. Resettlement (Team Leader specific)

- The Team Leader role with responsibility for resettlement will manage the setting up of individual programmes for residents with regard to teaching life skills i.e. budgeting, cooking, minor maintenance, filling in forms and writing letters, safety in the home, employment training, housing advice, accessing other support services, DIY, buying furniture, reading meters and appropriate grants for support.
- Manage activities focusing on planned moves
- Manage activities around tenancy support including developing links to assist with a move on plan.

PEOPLE MANAGEMENT

9. Performance Management

- Contribute to the performance management process by assisting in the development of objectives for Key Workers and Support Workers.
- Lead and motivate staff to perform effectively and in line with internal and external quality standards, the Quality Assessment Framework and organisational policy and procedure and contract requirements.

- Lead and facilitate team meetings, ensuring external and internal communications are effectively passed to all staff, and to ensure all decisions are followed through effectively.
- Monitor the performance of staff, giving timely feedback as necessary.
- Identify staff training and development needs
- Coach, support and facilitate individual staff development plans.
- Contribute to annual staff appraisals in line with NWMM's Performance Management Framework and service and organisational objectives.
- To lead the team in providing a stimulating, client focused and supportive environment to meet the social, emotional, physical, health and resettlement needs of residents.
- Role model effective management approaches to foster a positive culture, professionalism, and appropriate behaviours and promote high performance at all times.
- Carryout monthly individual supervision sessions with team members.

HEALTH AND SAFETY

10. Health and safety

- Comply with all health and safety regulations, policies and procedures, ensuring the safety and security off staff, residents and premises.
- Ensure that all staff operate in accordance with Health and Safety legislation and they adopt safe working practices in line with NWMM's policies and procedures.

SAFEGUARDING

11.Safeguarding

- Promote safeguarding implementation and good practice in the hostel, including referring, reporting and liaising with the management.
- Ensure that team members are fully conversant with all Protection & Safeguarding policy & procedures.
- Report all safeguarding incidents to the HSM and comply with internal and external reporting procedures.

GENERAL

12. General

- The Team Leader should be familiar with and comply with all NWMM policies.
- Where appropriate, represent the hostel and the wider organisation in a competent and professional manner and maintain the highest professional standards at all times.
- To undergo training and development as required.
- To adhere to and promote NWMM's policies and procedures, in particular Safeguarding, Equality and Diversity Policy and Health and Safety Policy and procedures.
- To undertake other duties as may reasonably be required by the HSM.

These duties are neither exhaustive nor exclusive and the post holder is required to undertake reasonably determined duties within the organisation driven by needs of the business.

Personal Specification

Attributes	Essential The Minimum acceptable levels for safe and effective job performance	Desirable The attributes of the ideal candidate
Experience	<p>At least one year's paid or two year's voluntary experience working in the homelessness field or related sector.</p> <p>A minimum of six months experience of leading a team.</p>	Two years paid experience in the homelessness field or related sector.
Education & Qualifications	GCSE English Language and Maths Grade C higher or equivalent.	Qualification in housing management, social work or mental health or other relevant qualification
Skills/Abilities/Knowledge	<p>Knowledge of the issues associated with homelessness and the support needs of homeless people.</p> <p>The ability to contribute to on-going assessment of the support needs of vulnerable adults and children in accordance with Supporting People procedures or similar framework.</p> <p>Competent in the use of IT applications i.e., Microsoft office and email.</p>	
Working Environment & Physical demands	<p>The ability, willingness, and flexibility to work on a day/night shift rota if required.</p> <p>Awareness of the security, health and safety issues within a shelter.</p>	