

JOB DESCRIPTION

Post: Team Leader – Shared Houses

Responsible to: Head of Services

Line Management: Support Workers

Hours per week: 36 hours per week

Salary: £34,608

Contract: Permanent

Overall purpose of the job

The Team Leader's role is to manage and lead a team of staff and volunteers who provide support to people living in our shared houses, and to people living in non-Jimmy's accommodation who have been identified as needing an interim period of support.

The Team Leader will ensure the service we provide operates to the highest standard.

The service focuses on providing high quality support to individuals who have been experiencing homelessness and who have a range complex and enduring needs, including around mental health, substance misuse, offending, rough sleeping, trauma, and other areas. The service aims to help move each person onto more suitable, sustainable accommodation.

While the service is focused on the residents staying in community supported housing, the Team Leader will also work closely with the other Team Leaders, and with other partners, to provide pre-tenancy support to those who have been identified as suitable for one of our homes.

Working hours

The post-holder will work a 36-hour week, 5 days a week across 7 days, to meet the needs and demands of the service.

The post-holder will participate in a new on-call service with the support of the other Team Leaders and the Case Coordinator.

Main duties & responsibilities

- Provide effective day to day management of our community based supported housing and those residents we are supporting for an interim period beyond living within Jimmy's.
- Provide high quality support and direction to the team to ensure a consistent, high quality and responsive service, which meets the needs of the people for whom the service is for.

- Ensure the service is adequately staffed at all times, including making full use of volunteers to add value to the service and provide support the staff team and to the residents
- Ensure high standards of professional conduct, and apply best practise in support plans, risk assessments and standards/quality of work practise, including being Trauma-Informed .
- Ensure an up to date set of procedures is in place, and that all staff are fully supported and trained to follow these, and to volunteers where relevant to their volunteering role.
- Ensure all bans, warnings, behaviours contracts, comply with relevant procedures and are applied consistently
- All final decisions on evictions will be made by the Chief Executive, or Head of Service in the Chief Executive's.
- Ensure relevant databases, currently Charity Log and Inform, are kept up to date at all times, and that staff are fully trained in both using the databases, and in how to be consistent across the team in terms of content.
- Maximise occupancy of all our homes, planning ahead where possible to collect appropriate referrals, organising/presenting at panel meetings, and interviewing potential candidates.
- Maintain, develop, and present statistical information relevant to the service for monitoring and evaluation purposes
- Assess the training needs of the team and ensure that they have access to appropriate learning and development support.
- Build productive relationships with relevant partners within Cambridge and beyond
- Ensure all new staff receive a high-quality induction, including identification of learning needs
- Work with the Volunteer Co-ordinator to identify volunteering opportunities and that volunteers are inducted, trained, and supported.
- Conduct regular supervisions of staff who the role line manages and ensure all staff in the team are being supervised, with notes of supervisions and of training made and updated to PeopleHR.
- As part of the Management Team, work with other managers to ensure a consistent service across the whole of Jimmy's
- Produce reports – or ensure they are produced – for the Head of Services or CEO, or relevant funders or stakeholders.

- Attend meetings with Facilities and Maintenance Manager and Resources Co-ordinator, to ensure health and safety compliance and discuss concerns and ideas for improvements to the facilities.
- Take a lead in ensuring all housing benefit claims are made in a timely manner, that all housing benefit income is being received (with the support of the Finance Team), and that all service charge payments are being collected (with the support of the Finance Team).
- Take a lead in ensuring the overall health and wellbeing needs of residents are being met, from encouraging people to participate in engaging activities and to access appropriate health and wellbeing services.
- Attend Management Team meetings and away days
- Take responsibility for personal training and development and attend appropriate supervision and training sessions.

This job description is a general outline of the duties and responsibilities of the post holder and may be amended by Jimmy's as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

Person Specification

Essential

- Commitment to the core values of Jimmy's
- Previous experience working with adults with complex needs, ideally in some type of supported accommodation
- Demonstrable management experience of leading, motivating and developing a team of staff to provide a high-quality service
- Experience of, or understanding of, how to deliver a service that meets current best practise e.g. Psychologically Informed Environments, Trauma Informed Care. Enthusiasm to apply best practise to the service at Jimmy's.
- Experience of dealing with complex and difficult situations in relation to the provision of a service to people presenting with multiple needs including substance misuse, mental health, dual diagnosis, personality disorders, and others.

- Excellent communication skills, able to give clear direction and messages to a team, to residents and to stakeholders
- Experience of supporting staff to provide high quality assessments and support to people with complex needs
- Ability to build positive working relationships with key stakeholders
- Ability to respond calmly in a crisis, and to deal safely, effectively, and creatively to complex and challenging situations
- Awareness of professional boundaries
- Excellent planning, organisation, and prioritisation skills
- Strong numeracy, literacy, and comprehension skills, in order to contribute to budget setting, write reports and review, analyse, and extrapolate from written information
- Flexible in working hours and a positive 'can do' outlook
- Excellent IT Skills, with an aptitude to become proficient in relevant new software.

Jimmy's Shared Values

Our values are at the heart of everything we do:

- Treating people with respect
- Accepting people as they are
- Believing in opportunities for everyone
- Behaving with integrity