

JOB DESCRIPTION

Post: 451 Team Leader

Responsible to: Head of Services

Line Management: Support Workers

Hours per week: 36

Salary: £35,300

Contract: Permanent

Annual Leave: 25 days per annum plus bank holidays

Pension: 5% Employer's Contribution

Training opportunities will be provided and tailored to the needs of the successful candidate.

Overall purpose of the job

The Team Leader's role is to manage and lead a team of staff and volunteers at Jimmy's 451 and to ensure the service operates to the highest standard.

The service focuses on supporting 9 residents with high support needs who have been experiencing homelessness and who have a range complex and enduring needs, including around mental health, substance misuse, offending, and rough sleeping. The services also supports additional people accessing our day service which provides a weekly programme of meaningful activities for people on the waiting list.

Working hours

The post-holder will work 36 hours per week, mostly between 9-5, Monday to Friday. Occasional working is required outside of these hours, to meet the needs of the service. This includes participation in the On-Call Rota by providing guidance to staff and arranging / providing emergency shift cover. Postholder will be on the Rota approximately one weekend in five, between 5pm and 8am during the week, and 24/7 at the weekend.

Main duties & responsibilities

- Provide effective day to day management of the 24/7 service at 451.
- Provide high quality support and direction to the team to ensure a consistent, effective and responsive service, which meets the needs of Residents and recognises the impact of Vicarious Trauma on staff.
- Ensure a culture of Reflective Practice within the team, creating opportunities for group and individual reflection. Ensure staff draw upon Trauma-Informed, Strengths-Based, Relationship-Based and Person-Centred approaches to support when working with residents.
- Ensure the project is always adequately staffed, by creating and managing the rota, and by making full use of volunteers to add value to the service provided to residents.
- Take a proactive approach to fulfilling the training needs of the team. Ensuring that staff are always up to date with Mandatory Training, and encouraging them to pursue other development opportunities as relevant.

- Ensure all bans, warnings and behavioural contracts comply with relevant procedures and are applied consistently.
- Actively safeguard residents from abuse and/or harm.
- Confidently and credibly advocate on behalf of residents to ensure they get the support they need and/or are entitled to via external agencies such as Housing, Adult Social Care, CGL and Primary NHS Services.
- Encourage the team to take a multi-disciplinary approach to casework, ensuring that professionals from other agencies are welcomed and valued for their expertise.
- Ensure relevant databases are kept up to date at all times, and that staff are fully trained to use them effectively.
- Be present and provide direction at shift handovers.
- Arrange and lead regular team meetings.
- Conduct regular supervision with staff and ensure that HR records are kept up to date.
- Oversee a programme of meaningful activities for residents and those on the waiting list.
- As part of the Management Team, work with other managers to ensure a consistent service across the whole of Jimmy's. Contribute to a culture of openness and respect within the management team.
- Work closely with our Operations Team to ensure that the building is kept in a good state of repair and is properly maintained.
- Take responsibility for upholding our policies and procedures relating to Fire Safety and Health & Safety.
- With support from the Head of Services, take responsibility for own training and development, attending supervision and training sessions.
- Participate in the On-Call Rota by providing guidance to staff and arranging / providing emergency shift cover. Postholder will be on the Rota approximately one weekend in five, between 5pm and 8am during the week, and 24/7 at the weekend.

Please Note: 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 of working with adults with complex needs, ideally in some type of supported accommodation
- A genuine and demonstrable commitment to Reflective Practice.
- A genuine and demonstrable commitment to applying Trauma-Informed, Strengths-Based, Relationship-Based and Person-Centred approaches to supporting vulnerable adults.
- Experience of dealing with complex and difficult situations in relation to the provision of a service for people presenting with multiple needs. Including but not limited to: substance misuse, mental health, dual diagnosis and personality disorders.
- Experience in conducting dynamic risk assessments in complex situations involving vulnerable adults, and the ability to respond calmly in a crisis.
- Excellent communication skills, able to give clear direction and messages to a team, to residents and to stakeholders
- Demonstrable awareness of, and commitment to, upholding professional boundaries
- Excellent planning, organisation, and prioritisation skills
- Flexible in working hours, team player and a positive 'can do' outlook

- Excellent IT skills, with the ability to train others as needed.
- An understanding of legislation relevant to working with vulnerable adults and those with complex needs. E.g. The Care Act 2014, The Mental Capacity Act 2005 and Safeguarding.

Desirable

- Relevant qualification in working with vulnerable adults / social care / providing homelessness services.
 - Experience of applying understanding of the legislation mentioned above in practice. Using knowledge to successfully advocate for services to be provided to a vulnerable individual with complex support needs.
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Jimmy's Core Values

There are seven core values that all employees should be able to demonstrate.

1. **Confidentiality**
2. Honesty
3. **Inclusion**
4. Professionalism
5. **Passion for the work we do**
6. Empathy
7. **Respect**