

JOB DESCRIPTION

Post:	Deputy Team Leader
Responsible to:	East Road Team Leader
Line Management:	Bank Support Workers
Hours per week:	36 working hours + approx. one weekend in five on-call.
Salary:	£31,518 per annum (+ £15 per on-call shift + hours worked while on call which can either be paid or TOIL taken)
Contract:	Permanent

Overall Purpose of the Job

The overall purpose of this role is to ensure the support and move-on of residents from our East Road emergency hostel for people who have been rough sleeping, in particular working with the Support Team to devise move-on plans and to oversee their implementation. The postholder will also provide nominal line management to Bank Support Workers; and deputise for the East Road Team Leader during times of absence.

Jimmy's East Road is Cambridge's short-stay, emergency hostel - the first place someone who has been rough sleeping will come into and stay as we help them off the streets and into a safe place. The service is managed by the East Road Team Leader and provides accommodation for 20 to 25 people at any one time.

The Deputy Team Leader will ensure that casework at East Road runs smoothly and to the highest standard to enable residents to move on from East Road and into accommodation that best meets their needs as quickly as possible.

Working Hours

The Deputy Team Leader will work flexibly between the hours of 8am to 6pm across 36 hours per week and will be on call for all services approximately one weekend in five.

Place of Work

The Deputy Team Leader will spend the majority of their time across our sites in central Cambridge and will be able to work from home at times subject to the needs of the service.

Main Duties & Responsibilities

- Work with the East Road Support Team to devise appropriate move-on plans for all residents. Ensure these move-on plans are suited to people's needs and preferences and oversee / monitor their implementation.
- Assist support workers in understanding which accommodation residents will be eligible for and provide guidance and direction on how to make good quality referrals.
- Support staff to maintain an up-to-date picture of suitable move-on accommodation for our residents, both locally and nationally.
- Hold regular case work meetings with the East Road Support Team to ensure case work is progressing at a reasonable pace, and to ensure residents are being moved into more suitable accommodation as soon as they are ready.
- Identify move-on options for hard-to-place individuals.
- Advocate for East Road residents when liaising with other agencies.
- Deputise for the East Road Team Leader as needed.
- When on-call, attend any urgent and emergency situations on site – either at our hostel or in the community – as required (although in the vast majority of cases, advice can be provided by telephone).
- Implement best practise approaches to Support Work at East Road.
- Ensure high standards of professional conduct across the team and standards/quality of work practise.
- Support the Team Leaders in ensuring we have an up-to-date set of procedures in place, and that staff in the team are fully supported and trained to follow these.
- Work with the East Road Team Leader to ensure all bans, warnings, and behaviours contracts are applied consistently
- 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.
- Be present on shift handovers on agreed days.
- Work with other staff to ensure a consistent service across the whole of Jimmy's
- As directed by the Team Leader, produce reports for senior managers, relevant funders or stakeholders.
- With the Team Leader, ensure health and safety compliance, and discuss concerns and ideas for improvements.
- With the Team Leader, ensure the overall health and wellbeing needs of residents are being met.
- 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
- An understanding of the different kinds of accommodation available people with a background of homelessness.
- An understanding of the Homelessness Act.
- Experience or understanding of, how to deliver a service that meets current best practise e.g. Support Planning, Psychologically Informed Environments, Trauma Informed Care. Enthusiasm to apply best practise to the service at Jimmy's.
- Experience or understanding 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
- 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
- Excellent IT Skills, with an aptitude to become proficient in relevant new software.

Desirable

- Previous experience and / or knowledge of devising support and move-on plans for people who are homeless.
- Management experience of leading, motivating and developing staff or volunteers or provide a high-quality service – or demonstrable transferrable experience.
- Experience of supporting staff or volunteers to support to people with complex needs around move-on planning.

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**