

Role Profile

Role Title:	Team Leader
Department:	Supported living
Role Purpose:	<p>To provide effective management, support and leadership of services provided by Midland Heart – ensuring safety and wellbeing of staff and customers and enabling access to accommodation and treatment services.</p> <p>To work within Midland Heart’s policies and procedures and uphold the values and ethos of the organisation.</p>
Reporting to:	Homeless Services Manager
Responsible for:	Outreach Workers and Apprentice(s)
Disclosure level:	Enhanced
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Support Services</p> <ul style="list-style-type: none"> • Deliver services based on an individual’s identified needs, which are focused and enable vulnerable people to feel safe and secure and to access relevant support services and accommodation. • To ensure that all support provided to customers appropriately incorporates timely interventions whilst addressing cultural, complex and challenging needs and are well documented within their risk and needs assessment and management plans. • To manage and monitor risk and needs ensuring that appropriate risk management strategies are part of a coordinated multiagency approach, which would include relevant statutory and voluntary agencies in line with Midland Heart’s policies and procedures. • To ensure that all safeguarding incidents are managed, recorded and monitored in accordance with not only Midland Heart’s policies and procedures but those of the Local Authority as well • To develop and maintain appropriate networks and relationships with appropriate statutory and voluntary agencies ensuring that these are diverse and reflective of the needs of customers. • To manage and monitor fair access and exit of the service in line with Midland Heart’s policies and procedures ensuring that unmet needs and any barriers to potential access are addressed. • To contribute to the multiagency approaches in reducing the negative impact of homelessness on the life chances of individuals by working in
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partnership with other professionals e.g. health and social care, police, local authority and signpost and liaise with such agencies where necessary and participate in multiagency forums and any other relevant meetings.

- To ensure customer involvement is encouraged at all levels – individual, service, organisationally and strategically to develop customer led services.
- To lead teams to develop and disseminate a model of good practice for street outreach and seek out and initiate contact; early and late street outreach, drop-in sessions at designated locations and other appropriate settings as identified. Joint outreach to be carried out with partner agencies, including Health Exchange, Police, Substance Misuse Services, Fire Service and other support agencies.
- To monitor support and encouragement provided to customers by the team and achievement of positive outcomes for customers.
- Ensure all team members are competent in disposing of hazardous materials and equipment in a safe manner and place. Provide information and advice on harm minimisation to customers.
- To establish an effective referral process to all appropriate forms of accommodation for the customer group.

Staff & HR Management

- Ensure all staff recruitment is undertaken in accordance with Midland Heart Procedures.
- Responsibility for the ensuring the completion of My Personal Development reviews biannually for all staff responsible for.
- Monitor individual and team performance ensuring capability issues are managed within Human Resource procedures.
- Set and monitor individual and team targets in line with corporate targets set.
- Ensure an appropriate communication strategy operates within the staff team and that staff are engaged.
- Ensure all staff are fully conversant with Midland Heart policies and procedures and to monitor compliance.
- Develop a training plan, identifying the development and training needs of all staff as well as developing a range of tools and techniques to ensure this is monitored and absence from training is recorded and dealt with in line with Midland Heart Procedures.
- Provide regular supervision and support to all staff responsible for.

Monitoring, statistics and files

- To establish a clear and comprehensive profile of the numbers and needs

of vulnerable rough sleepers using electronic systems.

- To keep accurate records of the numbers of known rough sleepers and hot spots for rough sleeping.

To keep written records of all work, ensuring accuracy and accessibility as well as provide reports to line managers.

- To manage and maintain accurate and full case files on individual's teams have worked with.
- To ensure that all reporting deadlines are met.

Finance

- Monitor income and expenditure, and ensure appropriate action is taken over variance and provide information to the Homeless Services Centre Manager.
- To ensure that Value for Money initiatives are sought and reported on.
- Ensure compliance with all Midland Hearts Financial Policies and Procedures – to include standing orders.
- Assist in the identification and pursuing of new funding streams.
- Ensure the effective maintenance of all service-recording systems – to include petty cash, and safe reconciliations.
- To ensure compliance with funding and contractual obligations such as those required by the commissioners.

Relationships

- Responsibility to ensure any concerns are reported which may include using the whistle-blowing policy and procedure where appropriate.
- Organise, attend and contribute to all staff meetings held within the service.

Attend and contribute to regular supervisions with your line manager (Homeless Services Centre Manager).

- Develop and maintain professional relationships with customers, ensuring boundaries are kept.
- Develop professional relationships with key stakeholders and referral agencies.
- Build effective working relationships with other Operating Business Units within the Midland Heart Group and attend relevant internal forums.

General Requirements

- To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy and Procedures commensurate with this position.

	<ul style="list-style-type: none"> • Contribute to the training and development of other staff. • Promote and uphold Midland Hearts policy on equal opportunities. • To comply with reasonable management requests. • Develop and implement effective working relationships across the organisation to promote the services, and the staff and to engage and understand fully the benefits of working together to ensure the smooth running of the services at all times. • Participate in the review of policies and procedures with the Supported Living Management team. • To provide out of hours cover through being part of an on-call rota for services where required. • To undertake other duties commensurate with the grading of the post as may be required from time to time. • To contribute to the overall work of the Rough Sleepers Outreach Team.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • NVQ level 3 in Health and Social Care or other relevant qualification.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of formal staff supervision and project management and /or leadership experience. • Demonstrate empathy, passion and commitment to the needs and aspirations of homeless and vulnerable people which is based either on your own personal experience, voluntary experience, work experience or demonstrable personal interest. • Experience of the Supporting people agenda. • Experience in conducting outreach services and an understanding of customer group support needs such as: substance misuse, offending, harm minimisation. • An understanding of the issues connected to homelessness including the effects of poverty and isolation on individuals and communities. • An understanding of the underpinning legislation, research networks and good practice in the areas of homelessness and poverty. • Involvement in support planning and risk and needs assessment processes. • An understanding of housing related support.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Ability to collate and disseminate management information including writing reports. • Good written and verbal communication skills. • Good numeracy skills.

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| | <ul style="list-style-type: none">• Time management skills and ability to meet deadlines.• Ability to organise self, staff and systems to effectively achieve required tasks and outcomes.• Good leadership skills with ability to foster an effective team approach; working as part of a team, independently and take direction from a supervisor.• Strong IT skills.• An ability to be flexible and responsive to the changing needs of the service and work out of hours as and when required and take part in the Birmingham Inclusion Services on call rota and early and late outreach.• Ability to use own initiative, including taking responsibility for own learning.• Demonstrate an ability to provide an honest, respectful and nonjudgmental approach to others.• Capacity to understand and maintain professional relationships with customers and follow relevant guidelines.• Demonstrate good understanding of own motivation and a keen interest in working with people with complex needs, substance abuse, mental health issues, domestic violence other related issues.• Understanding of and commitment to the principles of equality and diversity. |
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