

## ROLE PROFILE

<b>Role Title:</b>	Team Leader
<b>Department:</b>	Supported Living, Operations
<b>Role Purpose:</b>	<p>To manage the performance and development of a team of Accommodation and Resettlement Workers, ensuring that the day to day delivery of a range of services to our customers is of the highest possible standard.</p> <p>To implement and maintain an effective support service that is accessible to all customers.</p> <p>To ensure that resettlement support is provided to customers who have moved out of the service into the community for up to 8 weeks.</p>
<b>Reporting to:</b>	Inclusions Services Manager
<b>Responsible for:</b>	Accommodation and Resettlement Workers, Lifeskills Worker and Apprentices
<b>Disclosure level:</b>	Enhanced DBS
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<p>To provide management support and direction to the Accommodation and Resettlement Worker team.</p> <p>To ensure that all line managed staff work effectively with each other and that they achieve effective working relationships with other staff members in the Company as appropriate.</p> <p>Be responsible for monitoring and managing the rota and all leave entitlement for direct reports to ensure that there is adequate staffing on site at all times.</p> <p>Carry out regular supervision and annual appraisals of the staff team to ensure a quality service is provided</p> <p>Be responsible for assessing the training needs within the team and of developing their skills.</p> <p>In conjunction with other managers, take part in the interview and selection and induction processes of new staff</p> <p>To deputise for the Scheme Manager as and when required.</p>
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	<p>To be jointly responsible with other managers at the scheme for ensuring both the team and customer meetings take place regularly, ensuring minutes are kept.</p> <p>Attend meetings with senior management as appropriate</p> <p>To apply behavior management and eviction policies and procedures</p> <p>To ensure the referral and move on processes are followed.</p> <p>To interview and assess potential customers; allocating support with regard to the relevant policy and selection criteria.</p> <p>To ensure that support is provided in line with the service specification, service contracts, Service Level Agreements and individual support plans</p> <p>To advise and assist in developing a range of social and leisure activities to meet the needs of the customer</p> <p>To ensure that customers are involved in the delivery and review of service delivery</p> <p>To ensure that individual customers records are up to date and properly kept, respecting confidentiality and observing data protection expectations</p> <p>Assist customers to access additional support as required and assist with referrals or signposting to other agencies</p> <p>Develop good relationships with statutory and voluntary agencies ensuring that the best possible service is maintained</p> <p>To participate in and organise activities for user involvement within the service</p> <p>To develop and implement good practice on tenancy sustainment work with customers</p> <p>To accompany customers to appropriate appointments as required</p> <p>To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies and Procedures</p> <p>To produce written reports for a variety of recipients, i.e., customers, courts, internal and external agencies.</p>
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To ensure that any empty rooms within the scheme are ready for new customers to move into.

**Relationships**

Attend and contribute to all staff meetings

Attend and contribute to all supervision meetings with your line manager

Develop and maintain professional relationships with customers and their support networks, ensuring boundaries are kept.

Develop and maintain professional relationships with stakeholders and partner organisations, ensuring professional boundaries are kept.

**General Requirements**

To have a working knowledge of, and work to, all Midland Heart Policies and Procedures. This includes, but is not exclusively:

- Code of Conduct
- Safeguarding
- Professional Boundaries
- Data Protection
- Whistleblowing
- Equality and Diversity
- Health and Safety
- Absence

To be responsible for the health, safety and welfare of yourself and others.

To ensure the safety of vulnerable adults and children who you come into contact with whilst in working.

To take responsibility for personal development and training including through the Review and Learning Plan process.

To contribute to training and development of other staff and customers

To ensure that compliance and quality is sustained in accordance with regulating bodies and to contribute to any reviews.

To record all income and expenditure in line with Midland Heart financial procedures including petty cash income and expenditure.

	<p>To ensure that individual customers records are up to date and properly kept, respecting confidentiality and observing data protection expectations</p> <p>To contribute to the continuous improvement of the service and the organisation.</p> <p>To engage in internal and external review processes when required</p> <p>To use IT systems to keep accurate and timely records</p> <p>To take part in the on call rota covering local services</p> <p>The role involves some travelling in order to adequately perform the duties as detailed and therefore a full driving licence and access to a vehicle is required.</p> <p>You may be required occasionally to work evening and weekends</p> <p>To undertake any other duties commensurate with the grading of the post</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>NVQ Level 3 or other equivalent qualification or be willing to work towards gaining an appropriate qualification at this level.</p>
<p><b>Knowledge and Experience</b></p>	<p>Experience of working in a supported housing environment</p> <p>Experience of managing and prioritising own workload and ability to work effectively as part of a team.</p> <p>Experience of effective face to face communications with a variety of people</p> <p>Providing a good quality customer service</p> <p>An understanding of the barriers for homeless and vulnerable people and how these could be addressed.</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour</p> <p>An understanding of the importance of confidentiality</p> <p>Understanding of Health and Safety within a supported housing environment</p>

<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>Good written and verbal communication skills.</p> <p>Good numeracy skills</p> <p>Good IT and keyboard skills and the ability to use Microsoft office</p> <p>You recognise what you can do to make a difference and transform lives.</p> <p>Your actions are driven by customer needs and not your personal pressures.</p> <p>You pro-actively work in collaboration with colleagues and other departments.</p> <p>You take ownership and responsibility for customer care, queries and issues.</p> <p>You have high standards and expectations for yourself and our customers and you don't accept second best.</p> <p>You promote Midland Heart as an employer through actions and recommendations.</p> <p>You aspire to succeed and develop new skills to support your role and career.</p> <p>You continually review work practices to identify areas for improvement.</p> <p>You promote your own good ideas and those from others.</p> <p>You confidently put forward ideas and challenge how we work.</p> <p>You seek to learn from others and make suggestions based on this.</p> <p>You confidently seek clarity where necessary and respond to feedback proactively.</p> <p>You support your colleagues and recognise when support is given.</p> <p>You challenge yourself &amp; others to take ownership of their role.</p> <p>You proactively get involved in the wider organisation, offering your skills, feedback and putting forward ideas.</p> <p>You make decisions on things that affect you and challenge inappropriate behaviour and comments.</p> <p>You are flexible, accommodating and welcoming to all and consider everyone's views.</p>
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	<p>You identify hard to reach groups within your role and understand how to access them.</p> <p>You have a respectful and non-judgemental approach and develop effective working relationships with colleagues across the business.</p> <p>You take risks where appropriate and challenge yourself to work in new ways.</p> <p>You deliver a high quality service to all customers. regardless of the complexity of their needs.</p> <p>You challenge inappropriate behaviour to ensure our customers are treated fairly and with dignity.</p> <p>You embrace change and new working environments to provide transformational services.</p>
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