

ROLE PROFILE

SUPPORTED HOUSING TEAM LEADER (Maternity Cover)

Based:	Central Reading
Hours:	Full Time; 37 hours per week
Contract:	Fixed Term Contract to one year
Reporting to:	Supported Housing Service Manager
Remuneration:	£26,500 - £28,500 per annum, plus benefits
Direct Reports:	Supported Housing Officers and Assistants
Job Purpose:	To lead and manage a team of Supported Housing staff to provide exceptional service and delivery of outcomes

Key Responsibilities

Contract Delivery

- Ensure team meets contractual requirements and oversee the performance of the contract caseload, identifying any performance concerns and seeking new approaches
- Effectively manage caseloads within the team, and ensure all evictions, voids and arrears are minimised, alongside effective move on
- Develop and sustain effective partnerships and work in a collaborative way with all agencies and providers, and ensure staff are utilising these pathways
- Ensure the team delivers creative support planning and there is a balanced approach to risk, with regular qualitative auditing of case files and standards of recording
- Ensure the service treats clients as individuals, promotes client dignity, independence and wider social needs, and that their views and needs are the primary focus
- Ensure that the Supported Housing team meet its obligations under Berkshire's Adult Safeguarding Policies and Berkshire's Child Protection Procedures
- Ensure the team operates within legal and regulatory frameworks and meets the standards set out in Launchpad policies and procedures
- Attend all relevant meetings required as part of the contract, and ensure that the organisation is represented in a positive, professional manner
- Ensure that the office is covered by a duty rota, to provide open access and advice for registered clients, including ex clients who have dropped back in for ad-hoc support
- Work with the staff team to assertively motivate clients to achieve their goals within the short term, and that client expectations are effectively managed to remain independent

- Ensure all clients are effectively signposted to opportunities to reduce social isolation, and are given the opportunity to attend group activity and/or Education, Training, and Employment opportunities
- Ensure all support provided works in a collaborative way with other services and providers, and clients engage and have access to all specialist providers
- Work with the staff team to ensure clients are focused on sustaining their accommodation, sourcing accommodation and/or supported with the skills for resettlement
- Ensure that team members have individualised case closure plans that meet the 6 to 12 month support KPI and that clients have the necessary information and advice to sustain their independence
- Collaborate with the Housing Team Leader to effectively manage rental income, anti-social behaviour, void management and any other aspect of the Supported Housing service
- Ensure team members offer all clients at least 8 weeks of resettlement support post move-on
- To assist the Supported Housing Service Manager in mentoring direct reports to be effective 'Team Leads' for their identified specialisms

Team Leadership

- Lead and coach a team of staff and volunteers to deliver a person-centred and holistic service using psychologically and trauma informed techniques
- Responsible for staff performance in line with Launchpad's objectives and policies, procedures & practices, as well as managing staff absence and leave of direct reports
- Be responsible for the performance and development of the team members and ensure staff undertake the Personal Development Programme, including one-to-one meetings
- Ensure the Supported Housing Team collectively and individually meets its departmental and individual objectives and targets
- Responsible for managing the health and safety needs of the team and ensuring they adhere to safe working practices
- Deliver effective communication meetings and group briefing sessions as well as offer mentoring to staff in relation to their caseload
- Ensure that assessments are carried out according to priority need, and that support plans with all immediate interventions are put in place, based on the needs of the client
- Ensure that cases are managed with a high standard of recording and that SMART, holistic risk assessments and support plans are produced with the aim of reducing dependence on services

Policy and Development

- Assist the Supported Housing Service Manager and Head of Operations to develop policies, procedures and practices in relation to the Supported Housing Service ensuring they reflect the needs of clients

- Keep up to date with relevant changes in legislation, funding and other external issues especially related to Supported Housing Services and ensure that the service responds accordingly and delivers 'best practice' standards
- Put into practice the strategic aims of the service and coach support staff to implement change
- Put into practice the client participation and consultation strategy and ensure that staff deliver this accordingly

Other requirements

- Deputise for the Supported Housing Manager
- Willing to work outside office hours on occasion
- Must be able to work flexibly according to the needs of the contract and of clients
- Must be willing to develop new skills
- Must work within Launchpad values of Respect, Empower, Integrity and Influence

PERSON SPECIFICATION SUPPORTED HOUSING TEAM LEADER

Knowledge, Skills and Behaviours

- Ability to influence at senior levels both internally and externally
- Professional, approachable, confident and empathic manner
- Ability to engage complex needs clients and coach others to develop their skills
- Resilience to deal with challenging people and maintain motivation levels
- Knowledge of safeguarding children and vulnerable adults
- Ability to manage multiple and conflicting priorities and effectively manage time
- Accurately assess and review client support needs and risks and be highly skilled at crisis management and early intervention
- Work in a way which promotes client independence and demonstrates equality of service to all
- Work on own initiative using safe working practices
- Strong verbal and written-communication skills and ability to adapt according to audience
- Excellent understanding of welfare benefits and Welfare Reform
- Excellent knowledge of health & safety practices
- Excellent understanding of housing and homelessness legislation, housing law and complex support needs including such areas as substance misuse, offending and mental health
- Good understanding of Microsoft Office (Word, Excel, Internet Explorer and Outlook)

- Previous use of PSOCC software package (Desirable)

Experience

- Strong experience of supervising, coaching and motivating a staff team, ideally including volunteers
- Substantial experience of performance management and taking difficult decisions
- Substantial experience of working with multiple needs and working in a multiagency solution focused way understanding the principles of Making Every Adult Matter (MEAM)
- Extensive experience of networking and influencing housing providers and external agencies
- Experience of working within a budget and reporting on a timely basis
- Experience of establishing professional relationships and contacts
- Experience of senior level influencing and negotiation
- Experience of developing and implementing service planning methodologies (Desirable)

Education, Qualifications and Training

- GCSEs including English and Maths at grade C or above
- Educated to A-level or equivalent (Desirable)
- Housing or social care-related qualification (Desirable)
- Advanced professional qualification in substance misuse, counselling or social work (Desirable)