

<b>JOB PROFILE</b>		
<b>Job Title</b>	<b>Service / Area</b>	<b>Line Manager</b>
<b>Team Leader</b>	<b>Southampton</b>	<b>Service Leader</b>
<p><b>JOB PURPOSE</b></p> <p>To lead and be part of a team that supports our clients to keep them safe and help them achieve their goals.</p> <p>To provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps.</p>		
<p><b>MAIN RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• To support your team to achieve their potential through regular staff supervision, coaching, reflective practice and team meetings</li> <li>• To assist the contract and performance manager with ensuring the service is fully operational, our clients are receiving the appropriate support, and service KPIs are met</li> <li>• To be responsible for attendance management, performance management, quality assurance and any other staff related queries</li> <li>• To attend meetings, working closely with other agencies, services, stakeholders or commissioners to provide high quality support, manage risks and support service funding</li> <li>• To increase the presence of service in the local area, and engage with local communities and external partners to develop relationships, to identify how they can support us and our clients, maximise opportunities for clients as well as help us to win tenders and maintain contracts</li> <li>• To plan your team's rota, taking training and absence into account to ensure capacity within the team to support clients and prioritise high risk management referrals</li> <li>• To support your team where needed with their workload, and support a small caseload of clients</li> <li>• To be involved in the recruitment of staff for your team</li> <li>• To ensure an effective and timely response to all safeguarding issues taking appropriate action</li> <li>• To collate data and generate reports where needed</li> <li>• To support clients and staff in trauma informed and psychologically informed ways</li> <li>• To adhere to safeguarding responsibilities, following our safeguarding policy and procedure, and those of relevant local authorities, ensuring these are followed at all times</li> <li>• To help maintain health and safety, ensuring clients, visitors and buildings are safe in accordance with Health and Safety regulations, policy and procedures</li> <li>• To provide basic first aid assistance until help arrives (full training is provided)</li> <li>• To work confidently and efficiently when lone working</li> </ul>		

- To ensure accurate records on our client management system and compliance with GDPR through regular quality control checks
- To maintain confidentiality
- To carry out any other reasonable duties required in the interest of the organisation

#### **ADDITIONAL RESPONSIBILITIES**

- This role has line management responsibilities
- This role has financial authorisation responsibilities
- This role has on call responsibilities

#### **ROLE REQUIREMENTS**

- This role will require an Enhanced with Barred List(s) disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role.
- This role will require a full drivers' licence and access to a vehicle
- This role will require you to work flexibly across several sites
- This role will require you to work with clients on a one-to-one basis
- This role may require you to work nights and/or weekends
- This role may require you to lone work

#### **EXPERIENCE, QUALIFICATIONS/TRAINING, KNOWLEDGE, AND SKILLS**

##### **ESSENTIAL CRITERIA**

- Experience of working in a residential or institutional or similar sector
- Excellent communication skills, both verbal and written
- Clear verbal and written English
- Strong keyboard skills for data inputting
- Strong working knowledge of Microsoft Outlook, Excel, and Word
- Confident and assertive manner
- Strong team working
- Ability to respond calmly to crisis
- Deal promptly with and effectively react to challenging situations
- Have an interest and genuine concern for homelessness and related issues

##### **DESIRABLE CRITERIA**

- Experience of working in a leadership role
- Understanding of the complex support needs of people experiencing homelessness or those with complex needs
- Knowledge of voluntary and statutory agencies, housing regulations and the benefits system
- Understanding of risk assessment and person-centred, outcomes-based delivery

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT	
<b>Payment:</b>	Paid on or around 25th of each month directly into your bank account
<b>Pension:</b>	Contributory pension with the Social Housing Pension Scheme
<b>Annual leave:</b>	25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
<b>Probationary period:</b>	Six months for new employees
<b>Notice period:</b>	Four weeks
<b>Travel:</b>	Business mileage paid (HMRC rate)