

## Job Description

Job Title	: Team Leader (Dispersed service)
Team	: OWL Dispersed - South Locality
Responsible to	: Locality Manager
Responsible for	: Assistant and Hosing Support Workers
Hours	: 37 hours per week
Salary	: £26943.76
Leave	: 25 days rising to 30 after 2 years

The post holder will be expected to work predominantly in South Leeds although you may be required to work at any TLA site. The main base will be the Dewsbury Road hub.

## Purpose of the job

This role is part of Young People's Housing Related Support Service, Our Way Leeds (OWL), delivered by a consortia of service providers. The consortia have GIPSIL as the lead provider alongside Foundation and Turning Lives Around. OWL provides a wide range of interventions to prevent homelessness, four types of supported housing and pre and post-tenancy support schemes for young people & young people leaving care including unaccompanied asylum seeker children. Young people can be single, young families or couples.

This post will contribute towards the following:

1. Under the supervision of the Locality Manager, to manage a team who will deliver on the provision of pre-tenancy, dispersed supported housing and move-on support for young people.
2. To utilise the resources of the evening and weekend locality teams to enhance the support and opportunities available to young people to build on their strengths and journey to independent living.
3. To ensure support is provided with the aim of young people making the transition to independent living; using a strengths-based approach and restorative practice which puts young people at the centre of their support.
4. To allocate resources to ensure support is effectively delivered to young people, young couples and young families; identifying and addressing housing needs whilst managing risk and prioritising the safeguarding of young people.
5. To take direction from the Locality Manager and Pathway Managers working collaboratively with team leaders to ensure young people are placed effectively and safely, ensuring their needs are met.
6. Ensure a collaborative and multi-agency approach with positive risk taking is taken in allocating housing resources with OWL partners and stakeholders.
7. The post will provide leadership, management and support to a frontline team working with young people to provide housing related support. Teams will be expected to provide opportunities for student and volunteer placements.
8. To ensure that young people are at the heart of support through the delivery of an inclusive and restorative service, which demonstrates best practice and a no-wrong door approach.

## **Key Responsibilities**

### **Reporting & Accountability**

1. To report to the Locality Manager and contribute to OWL operational group, developing support provision by embedding strengths-based approaches, restorative practice and a no-wrong door approach.
2. To ensure that appropriate action is taken around any child or adult protection issues and in line with LCC's safeguarding, CCE & CSE procedures – Working together to safeguard children and young people across OWL and wider. Integral to this will be the shared responsibility of managing the MARAC notifications and Flag & Tag.

### **Line Management Responsibilities**

1. To provide regular, reflective supervision to frontline staff to enable the development of their skills repertoire and knowledge base.
2. Work collaboratively with peers in supporting staff in matrix management agreements.
3. To implement and adhere to OWL lone working policies / procedures and have a visible presence within the projects.
4. To monitor and ensure staff accurately record their activity with clients on the designated casework database the Leeds Gateway.
5. To ensure person-centred assessment of need, support planning and fair allocation of duties and workload.
6. To follow OWL's and employer's performance & absence management processes ensuring probationary periods, appraisals, return to work interviews etc. take place within the required timescales and that they are carried out in a supportive and inclusive manner.
7. To provide admin support and assist with the development of monitoring systems including cash handling and ensure these are adhered to.
8. To facilitate team meetings in a manner that promotes an environment of openness and a culture of enquiry.
9. To provide leadership and direction and clarity regarding expectations of staff through timely feedback.
10. To participate in and out of hours on-call management advice service using a rota shared across all managers working in the OWL partnership.

### **Young People's Support**

1. To ensure the OWL service reflects best practice, ensuring sensitivity to service user needs and provide a positive role model to this vulnerable group of young people.
2. To work with young people to identify and build on areas of strength which need to be developed, using assessment, planning and review tools which are trauma informed.
3. To promote independent living skills which aim to prevent homelessness and encourage resilience and engagement in meaningful activity.
4. Helping young people choose and review options which suit their needs and empowering them to make decisions so they can reach their potential.
5. Working with professionals, families and carers to encourage and motivate young people and to work assertively with young people positive risk taking, around issues such as risky and self-defeating behaviour, poor motivation and low aspirations.
6. To keep accurate daily records of any interactions or interventions with young people.
7. To work in a manner that reflects the boundaries of the role.

8. To share information as appropriate, adhering to OWL confidentiality policy and GDPR.

### **Housing Management**

1. To maximise income through effective arrears and void management ensuring young people have an income.
2. To work with relevant personnel from our partners and other agencies with regard to housing management issues.
3. To ensure that Health & Safety policies are followed with regard to all property and staff management.
4. To facilitate moves into and from the scheme in a timely and efficient manner with a focus on the safety of the young person and the young people living in the core & cluster.
5. To ensure that properties are managed in such a manner as to maintain good relationships with the local community.

### **Interagency Working**

1. To actively seek opportunities to develop and maintain sound working relationships within our partnerships and other agencies, representing OWL as appropriate in a professional and knowledgeable manner.
2. To attend meetings pertinent to OWL as required by management.
3. To maintain excellent relationships with the local community by responding to concerns and complaints in a sensitive and timely manner.

### **Quality**

1. To develop methods and work within existing voice and influence activities to maximise young people's participation in the development of OWL.
2. To work consistently within the requirement of OWL contract in terms of service delivery and quality standards.
3. To be familiar with the quality management framework used within your area of service delivery.
4. To ensure that work is evidenced by setting up and maintaining administration systems including Leeds Gateway and completing quality audits between OWL partner agencies.
5. To work within and contribute to the Policies and Procedures of OWL.
6. To develop an area of a specialism by agreement to enhance service delivery.

### **General**

1. To ensure accurate and timely record keeping on the systems used.
2. To take part in regular, reflective supervision and appraisals to ensure both the delivery of a good quality service and personal and professional development.
3. To attend any required training that will increase knowledge and proficiency in your specified area of work.
4. To attend any meetings as deemed necessary by management.
5. To work collaboratively and restoratively with colleagues, stakeholders, service users, consortium partners and other agencies.

6. To contribute to the effective monitoring and evaluation of OWL services ensuring all outcomes are evidenced.
7. To work within the organisational policies, procedures and values, including the organisation's Equality & Diversity Policy, promoting diversity and difference in all aspects of work.

*Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of the OWL Partnership*

<b>Person Specification</b>
<b>OWL Team Leader (Dispersed Team)</b>
<b>Experience, Skills &amp; Abilities</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of working with challenging and chaotic young people assessing and managing risks in relation to child and adult safeguarding</li> <li>• Experience of providing a housing management service to young people in a supported housing setting or similar</li> <li>• A solid repertoire of problem-solving skills with a proven track record of finding creative and flexible solutions</li> <li>• Experience of supervision processes and ability to motivate and manage other staff</li> <li>• Ability to work within organisational policies and procedures and fulfil KPIs and service delivery plan</li> <li>• Ability to communicate well, have excellent admin skills and present information to others in a clear and meaningful manner, both written and verbal</li> <li>• Demonstrable ability to effectively manage workloads, delivering support and maintaining records to exemplary standards</li> <li>• Ability to engage with service users and staff and develop supportive, professional relationships, challenging poor practice or performance as necessary</li> <li>• Experience of developing sound working relationships with partner agencies such as Housing Option's, Children's Social Care etc.</li> <li>• Experience of evaluating service delivery and outcomes and develop strategies to improve services accordingly</li> <li>• Ability to act without continuous direction &amp; guidance appropriately balanced with following instructions and seeking support</li> <li>• Ability to contribute to the delivery of team objectives through participation in relevant forums &amp; meetings</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Proven ability to manage neighbour complaints and anti-social behaviour</li> <li>• Holds a specialism or area of focussed practice</li> </ul>
<b>Knowledge &amp; Qualifications</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification social work/youth work/housing or willingness to work towards</li> <li>• Knowledge of the issues affecting young people leaving care, young people at risk of homelessness including young parents</li> <li>• Demonstrably high levels of numeracy, literacy and IT literacy</li> <li>• Knowledge of relevant legislation and best practice, including Health &amp; Safety, Early Help, Equality &amp; Diversity, Safeguarding, as well as restorative practice, asset based and trauma informed approaches</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of case management systems</li> <li>• Knowledge of research and social policy concerning Looked After Children and Care Leavers</li> <li>• Educated to degree level and willingness to work towards leadership and management qualification</li> </ul>

## Qualities & Attitudes

### Essential

- Commitment and enthusiasm for working restoratively with young people and communities to enable them to achieve inclusion, influence and independence
- A strong team leader who promotes a positive team culture where potential for conflict is effectively managed.
- Proactively engages with learning and development opportunities and encourages others to do the same
- Takes responsibility for own actions and demonstrates and promotes reflective practice
- Commitment to the principles of equality and diversity, partnership and sustainability and person-centred interventions

### Other

#### Essential

- Ability to work a flexible work pattern including evenings and weekends
- Participation in remunerated out-of-hours management advice duties on a rota basis.
- Access to a vehicle for work with business use insurance