Job Description:

Job Title	: Team Leader
Team	: My Gaff Leeds Young Persons Core
Responsible to	: Scheme Manager
Responsible for	: My Gaff Leeds Clients & staffing team
Hours	: 37 Hours per week: 4 Week Rotation working 5 days per week.
Salary	: £35,360.00
Leave	: 25 days, rising to 30 days after two years

The post holder will be expected to work predominantly in South Leeds, although you may be required to work at any TLA site.

Purpose of the job

This role is part of Young People's Housing Related Support Service; My Gaff is one of the city's newest provisions for Young People in Leeds. Housing 5 Mixed sex young people aged 18 to 25 years old.

This post will contribute towards the following:

1. To ensure support is provided in a 24/7 living environment which places young people at the centre of that support using a strengths-based approach and restorative practice.
2. To allocate resources to ensure support is effectively delivered to young people identifying and addressing housing needs whilst managing risk and prioritising the safeguarding of young people.
3. To take direction from with the Scheme Manager working collaboratively to ensure young people are placed effectively and safely putting young people at the heart of the support they receive.
4. Ensure a collaborative and multi-agency approach with positive risk taking is taken in allocating housing with other My Gaff partners and stakeholders.
5. The post will provide management and support to a frontline team working with young people to provide housing related support.
6. 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 Scheme Manager and contribute to, developing support by embedding strengths-based approaches, restorative practice and a no-wrong door approach.
2. To ensure that appropriate action is taken around any adult protection issues and in line with TLA's Safeguarding policies.

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.
3. To implement and adhere to TLA 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 TLA'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.

Young People's Support

1. To ensure the My Gaff 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, 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 TLA'S 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 regarding housing management issues.
3. To ensure that Health & Safety policies are followed regarding 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.
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 TLA as appropriate in a professional and knowledgeable manner.
2. To maintain excellent relationships with the local community by responding to concerns and complaints in a sensitive and timely manner.

Quality

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1. To work consistently within the requirement of contract in terms of service delivery and quality standards.
2. To be familiar with the quality management framework used within your area of service delivery.
3. To ensure that work is evidenced by setting up and maintaining administration systems including Leeds Gateway and completing quality audits.

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 TLA.

Person Specification

Experience, Skills & Abilities

Essential

- Experience of working with young people with multiple needs, assessing and managing risks in relation to adult safeguarding
- Experience of providing a housing management service to young people in a supported housing setting or similar
- A solid repertoire of problem-solving skills with a proven track record of finding creative and flexible solutions
- Experience of supervision processes and ability to motivate and manage other staff
- Ability to work within organisational policies and procedures and fulfil KPIs and service delivery plan
- Ability to communicate well, have excellent admin skills and present information to others in a clear and meaningful manner, both written and verbal
- Demonstrable ability to effectively manage workloads, delivering support and maintaining records to exemplary standards
- Ability to engage with service users and staff and develop supportive, professional relationships, challenging poor practice or performance as necessary
- Experience of developing sound working relationships with partner agencies.
- Ability to act without continuous direction & guidance appropriately balanced with following instructions and seeking support
- Ability to contribute to the delivery of team objectives through participation in relevant forums & meetings

Desirable

- Experience of working within a 24/7 setting for young people
- Proven ability to manage neighbour complaints and anti-social behaviour
- Holds a specialism or area of focussed practice

Knowledge & Qualifications

Essential

- Relevant qualification housing or willingness to work towards
- Minimum of 2 years leadership experience.
- Knowledge of the issues affecting young people.
- Demonstrably high levels of numeracy, literacy and IT literacy
- Knowledge of relevant legislation and best practice, including Health & Safety, Equality & Diversity, Safeguarding, as well as restorative practice and trauma informed approaches

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 some evenings and weekends where required.