

JOB DESCRIPTION

Team Leader

Responsible to: Pathway Coordinator
Responsible for: Support Workers
Hours: 25 hours per week
Location: Wakefield

Purpose of the post:

Sustain Wakefield provides housing related support to single, couples and family households who are at risk of homelessness. The service enables them to keep and maintain their accommodation, as part of the Wakefield Accommodation Pathways. The pathway will work with 145 single people & couples and 45 families (190 households) at any one time.

The Team Leader will support and supervise frontline support workers, providing expertise and practical support for staff including service users who present with complex needs. You will also be required to undertake an assessment role and deliver frontline support when required. At times you will be required to deputise for the Pathway Coordinator and work effectively with peer team leaders.

Duties and Responsibilities of the Post:

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

Communication

- Communicate effectively and develop relationships with different stakeholders including service users, other agencies, colleagues, commissioners, and volunteers.
- Represent the service positively and professionally at organisational and external meetings.
- Attend multi agency meetings to discuss specific service user cases where additional flexibility is required in line with MEAM principles.
- Maintain and provide accurate, appropriate records and reports as required.
- Provide information about Sustain Wakefield and Turning Lives Around to others interested in the organisations work.

Co-Production

- Work collaboratively with others including service users, colleagues, commissioners, and professionals to provide a high quality and responsive service.

- Work in partnership with the Single Point of Access and other pathway providers. Establish and maintain relationships with key referral agencies and relevant organisations.
- Ensure professional, working relationships are developed and maintained. Establish co-productive working to ensure a multi-disciplinary approach to service user's needs.
- Work alongside the Volunteer & Peer Development Coordinator to promote and develop a team commitment to service user empowerment, befriending, and volunteering in line with Sustain policies and procedures.
- Ensure that service users are given the opportunity and are encouraged to take an active role in decision making about how the service is run.
- Ensure that service users are appropriately and effectively involved in operational structures of the Sustain service.

Service Delivery

- Deliver services effectively to service users, stakeholders, other agencies, and volunteers.
- Ensure that service targets are met in line with contractual requirements.
- Ensure information, governance and data protection is in accordance with legislation and organisational policies.
- Implement the referral and engagement policies, including consent forms and support agreements.
- Acknowledge receipt of referral forms and inform Single Point of Access of the likely timescales for the referred person to start the service.
- Ensure that service users have fair access to services and are informed of the progress of their referral regularly.
- Assess service user needs and risks and devise need assessments, risk assessments and support plans that will meet desired outcomes.
- Key work service users (single and families) as required.
- Assist in the delivery of support to service users that have a higher complexity of need in collaboration with support workers.
- Monitor and review the support given and outcomes achieved in relation to assessed need and individual goals.
- Ensure service users are given comprehensive information and advice regarding appropriate housing and support options.
- Ensure that all anti-social behaviour and complaints are investigated, and appropriate action taken.
- Ensure that Single Point of Access is informed of vacancies within Sustain as they arise. To develop and implement efficient and effective systems and processes that enable pro-active management and maintenance of waiting lists.
- Operate within the aims, policies, and procedures of Sustain and the organisation at all times.
- Be able to use a computer and data collection software and be able to carry out administrative and monitoring tasks associated with the running of the service.
- Ensure maintenance of appropriate recording and information systems,

monitoring, and data collection, providing and contributing to reports as required.

Staffing

- Assist the Pathway Coordinator with ensuring all staff are recruited, inducted, supervised, developed, appraised, and managed in line with the organisation's recruitment and performance management policies and procedures.
- Identify both individual and team training needs for the attention of the Pathway Coordinator. Develop a strong and effective working culture by ensuring that staff are trained and competent to carry out their roles.
- Line manage and supervise support workers, which may include volunteers or work placements, ensuring a reflective space in supervisions and team meetings.
- Ensure that staff receive monthly line management support and supervision.
- Ensure staff are aware of their duty of care and always take appropriate action.
- Ensure support workers focus on assisting and encouraging service users to gain the skills they need to live independently, develop resilience, and manage issues around their housing independently.
- To inspire psychologically informed, solution focused practice.

Service User Support

- Ensure that Sustain provides appropriate and high-quality support to services users in a range of ways that meet identified needs.
- Ensure an average of 2.5 hrs of housing related support per household per week.
- Promote positive approaches to Health and Wellbeing.
- Assist the Pathway Coordinator to embed the Make Every Contact Count (MECC) approach.
- Ensure that service users receive time limited and outcome focused support. The duration of stay within the pathway will be informed by the service user's needs and planned outcomes, support should aim to be completed within 12 months.
- Participate in developing operational procedures for pro-active and positive case management of service users.
- Ensure that appropriate move on and next steps plans are in place for service users who are ready to exit the service.

Safeguarding and Risk Management

- Ensure that support workers are promoting and working in line with safeguarding policies and procedures to ensure service users are safe and risk is managed.
- Ensure staff work within the processes and procedures set out by Wakefield and District Safeguarding Adults Board and Wakefield and District Safeguarding Children's Board.
- Ensure risk management plans are in place for all service users and reviewed minimum every 3 months.
- Ensure support workers follow internal safeguarding procedures and discuss within supervisions and team meetings.

- Ensure detailed records of safeguarding and risk management are kept, reviewed, and reported in line with contractual requirements.

Continuous Improvement

- Ensure that the team are continually looking at ways to improve to deliver positive outcomes from an individual level and organisational perspective.
- Work with the Pathway Coordinator to develop and improve services, integrating good practice within the service.
- Contribute to quality monitoring and Quality Improvement Framework reviews annually.
- Keep knowledge and skills updated regarding good practice, guidance and innovative approaches and assist the Pathway Coordinator to embed this in the service as and when appropriate.
- Contribute to a Sustain service information booklet that is available to Single Point of Access. Ensure that this is kept up to date and renewed at least annually to ensure accuracy.

Equality and Diversity

- Active commitment to equality and diversity and showing this through performance and responsibilities.

Health Safety and Security

- Maintain and promote the health, safety, and security of everyone in the service and anyone who comes into contact with it directly or through the actions of the organisation.

Personal and Professional Development

- Develop your own skills and knowledge as well as contributing to the development of others.
- To be inducted, supervised, trained, performance managed and appraised in line with the organisation's competency framework, policies, and procedures.
- To meet individual performance standards as required against Sustain performance requirements and Competency Framework.

To undertake any other duties appropriate within the post as determined by the Services Coordinator and the Organisation.

Specific Requirements of the post:

This post requires the successful candidate to work weekdays between 9am and 5pm however there is a need for flexibility to meet the needs of the service and service user group. This will include out of hours working on occasions and being On Call on a rota basis.

To work in conjunction with the Pathway Coordinator in implementing service targets and objectives.

To deputise for the Pathway Coordinator if required.

Physical Conditions

The post involves a significant amount of mobile and lone working and within service users own accommodation. The organisation has Lone Working procedures and practices that staff members are required to adhere to ensure their safety.

Social Conditions

The organisation reserves the right to move staff to other sectors of the organisation as and when required to meet organisation requirements.

Qualifications

An NVQ Level 3/4 in IAG, Housing, Management or Health and Social Care or equivalent is desirable.

Special Requirements

Sustain requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult, including any overseas cautions or convictions. The organisation undertakes an Enhanced Disclosure and Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.

Written: January 2025

Next Review: January 2027

PERSON SPECIFICATION

Team Leader

Detailed below are the essential and desirable criteria required of applicants for the above post. The “Essential Requirements” indicate the minimum requirements, whilst the “Desirable Requirements” are additional attributes to enable the applicant to perform the duties of the post more effectively, or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

Experience

- Minimum of 12 months experience supporting and supervising staff, students, or volunteers in a managerial role.
- Of taking a senior support role in the management of a service.
- Of working effectively with voluntary and statutory agencies.
- Of key working, need and risk management and support planning processes.
- Of collaborating effectively with people who have complex needs in a paid capacity.
- Of supporting families with children.

Qualifications

- GCSE Math's and English or equivalent

Skills

- Good written and verbal communication skills, ability to communicate effectively in a range of situations and use diverse communication styles.
- Ability to motivate and support a diverse staff team.
- Ability to use a computer, particularly Word, Excel, and Outlook.
- An understanding of the need for confidentiality and data protection when dealing with confidential information.
- Ability to monitor and assess risk and need and plan for positive goals and outcomes.
- Ability to respond appropriately to conflict and challenging behaviour.
- Always adhere to and work within policies and procedures.
- Excellent organisational skills including time management, planning, and working under own initiative.

Knowledge

- The issues relating to homelessness and supporting people who have complex needs.
- An understanding, commitment, and ability to work within Safeguarding policies and procedures.

Behavioural and Other Job-Related Characteristics

- Understanding of the diverse needs of individuals and be able to treat everyone fairly and equally.
- Committed to empowering service users to become involved in the organisation and the wider community.
- Able to plan, organise and undertake own workload appropriately
- Pleasant, enthusiastic, dependable, motivated, and resilient.
- Understand, establish, and be committed to professional boundaries.
- Committed to own learning and development including new ways of working.
- Demonstrate commitment to the organisation's values and aims.
- Able to work flexibly to meet the needs of the service.
- Confidence in deputising for the Pathway Coordinator when required.

DESIRABLE REQUIREMENTS**Skills**

- Hold a current full driving licence and access to a car.

Qualifications

- A relevant academic or vocational qualification e.g., in Social Work, IAG or a NVQ in Housing, Health and Social Care Level 3/4 or equivalent.
- Experience or qualifications in IT

Written: January 2025

Review Date: January 2027