

Job title: Team Leader, Southwark

Line manager: Service Manager

Grade (if applicable): C14

Direct reports:



Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

Roseberry Court provides high quality support to people who have a history of serious mental illness and drug and/ alcohol use. You will work to support them in a collaborative way around a variety of needs including promoting their recovery, use a trauma informed approach, promoting support around independent life skills, social inclusion, training and education, maximising their income and move-on. You will be managing a team who work on a rota basis covering a shift pattern from 9am to 5pm including weekends. The Team Manager works 37.5 hours per week on a Monday to Friday office hours basis, but may need to cover outside of these hours on occasion and may cover other South London services as required in the future.

Role Purpose:

You will lead, support, motivate and develop a group of staff to provide a high-quality service to Peabody service users ensuring that contractual and best practice standards are met.

You will take a lead in promoting Peabody's services to key local authority partners and stakeholders seeking and delivering new and innovative support services which meet stakeholder requirements. You will ensure that the service is managed effectively and efficiently through leadership, budget communication and effective management of meetings and projects.

Key results:

- Manage a team of staff effectively within the scope of Peabody's policies and procedures, service requirements and relevant legislation.
- Ensure staff work in a strengths-based, recovery focused, person centred and trauma informed manner with customers.
- Set up regular group work sessions with customers to assist their recovery. (Training will be given)
- Safeguarding our customers and reporting concerns as soon as possible.
- Ensure that staff understand relevant legislation, working practices and protocols are fully understood and implemented by staff, ensuring close liaison with related teams.
- Increase quality standards across all services seeking out service improvements and implementing these in a planned way, sharing best practice with peers and colleagues.
- Proactively liaise and communicate with external agencies, stakeholders and commissioners.
- Participate in local relevant forums promoting the work of Peabody.

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- Promote continuous improvement within area of responsibility, seeking new, innovative and cost-effective ways of delivering responsive services.
- Lead in the provision of services that promote independence and which provide robust evidence of positive service user outcomes.
- Proactively monitor outcomes in line with organisational objectives and external KPIs.
- Participate in and undertake training activities with staff, service users and stakeholders.
- Ensure all health and safety requirements are met.
- Promote and develop customer involvement activities as an inherent part of the role.
- Carry out other duties in line with the above, as requested by management.
- Promote equality and diversity as an integral part of these duties at all times.
- Participate in Mental Health out of hours On-call.

Success metrics:

- Play an active and key role in developing and achieving team and directorate objectives.
- Professionally represent the interests of customers, the service and the directorate with stakeholders and partners.
- Maintain effective governance, risk management and regulatory compliance by ensuring that services are delivered to required standards.
- Facilitate the delivery of a learning culture which is open, honest and learns from mistakes, complaints, and other feedback.
- Ensure that you and your team abide by financial and contractual control procedures.
- Externally represent and promote Peabody effectively by creating a reliable, professional and positive image.
- Ensure that data within your responsibility and that of your teams is collected, recorded, managed, and protected to the highest standards, meeting all legal and regulatory requirements.
- Ensure compliance with data quality and protection.
- Protect the human rights of colleagues and customers, managing any concerns, safeguarding issues, and acting if aware of discriminatory attitudes and practice.
- Abide by and promote a positive health and safety culture, ensuring the services are delivered by employees and others in accordance with Peabody Health and Safety policies and procedures.
- Act as a role model to others ensuring high standards of customer care and that your teams adhere with relevant codes of conduct.

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About you:

You will be:

- a dynamic team manager,
- able to communicate effectively with customers, staff and external agencies, leading staff in linking customers with support agencies including in their local area,
- have knowledge of the recovery approach, Trauma informed practice and Professional curiosity,
- able to lead staff in researching, promoting, and executing activities to support people's wellbeing,
- able to lead a service which promotes a positive health and safety culture, and people are encouraged to maintain a good standard of living environment.

You will have:

- Experience of effectively managing staff through regular meetings, nurturing staff to meet the requirements of their job role.
- Relevant mental health and dual diagnosis experience and knowledge.
- Experience in managing budgets effectively.
- Knowledge and experience of protecting vulnerable clients from abuse.
- Knowledge of best practice in mental health in supporting our customers including the recovery approach and trauma informed approach
- Knowledge of outcome monitoring and meeting legal and contractual requirements.
- Ability to supervise and manage a dispersed staff team.
- Ability to communicate both verbally and in writing with staff, service users and external agencies.
- Ability to write reports in a clear concise manner.
- IT literacy of using databases and MS Office packages including Word, Excel and Outlook.
- Willingness to attend and complete and Group facilitating program.

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