

Role Profile

Job title: Team Manager, Outreach

Salary: £34,027

Line manager: Service Manager

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.

Purpose of Role

You will lead, manage and motivate a team of Outreach staff who will be assisting clients in maintaining their tenancies and developing greater confidence and independence in a manner that promotes good working relationships and a supportive working environment.

You will ensure good relationships are promoted with other agencies on which the Outreach Team's service delivery and development of Customer services are reliant on and continuously review and develop the team and working practices to ensure the best possible service is provided to our Outreach customers.

You will assist the Head of Service in developing processes, policies and procedures that promote the key objectives of the service.

Corporate Responsibilities

- Play an active and key role in achieving the directorate's objectives;
- Represent the interests of the directorate with stakeholders that you meet during the course of your work;
- Be professional and promote cross functional working between departments across the group;
- Contribute to effective governance, risk management and regulatory compliance by helping services deliver to required standards;

- Contribute to the delivery of a learning culture which is open, honest and learns from mistakes, complaints and other feedback;
- Ensure that Group control procedures are followed;
- Externally represent and promote Peabody effectively by creating a consistent, professional and positive image;
- For the data under your ownership, ensure it is collected, managed and protected to the highest standards, meeting all legal and regulatory requirements, with data quality embedded and responsibilities clearly defined and communicated;
- Abide by and promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out in accordance with Peabody Health and Safety policies and procedures.

Directorate Responsibilities

- To take lead responsibility for ensuring the provision of high quality support services by the team.
- To ensure team members are supported in their work, that the team's work is properly organised and all relevant standards of best practice are observed in the day to day provision of service delivery to customers.
- To take a proactive role in identifying ways in which the range, scope resources and quality of support can be further developed and improved on an ongoing basis.
- To proactively liaise, communicate and negotiate with internal specialists and external agencies in order to maximise customer support services, resources and funding.
- To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation.
- To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement whilst contributing positively and constructively to the development of the team and service.
- To promote a supportive and cohesive environment for the team by convening and chairing monthly team meetings to ensure organisation information is cascaded down to the team, discuss areas of concern, highlight gaps in the service and receive feedback from team members on what has worked well or not so well in their areas.

- To facilitate effective multi-agency working on behalf of customers.
- Preparing written applications and reports to prospective providers.
- Promoting and representing the Outreach service at relevant forums and meetings.
- Developing and maintaining effective working relationships with external agencies and partners, for example by responding promptly and accurately to requests for information.
- Managing team administration systems ensuring that all team members keep record-keeping systems up to date via Peabody databases and paper-based records.
- Ensure that assessments, crisis and allocation of cases to relevant staff will take place within the timescales agreed.
- Ensure the waiting list for the service in their area is administered in line with the agreed protocol.
- Ensure all referral information is maintained weekly and information is sent to the Co-ordinators to collate this information for onward reporting purposes.
- Monitor the data base for your area to ensure the relevant statistics are available as required by management.
- To manage and monitor customer groups who have a diverse range of needs or who live in temporary accommodation.
- Checking and processing staff timesheets, and authorising leave requests in line with procedures.
- Dealing with problems concerning staff conduct, performance and attendance in line with policies and procedures.
- Taking a hands on approach to support team members in case management of difficult or complex cases where required.
- Ensuring risk management and assessment procedures are followed by all team members.
- Conduct sample monitoring of team members' case load on a monthly basis.
- Participate and encourage customer involvement and consultation, including the management of new and existing customer involvement activities, to meet local differences/needs.
- Report poor service, practice or concerns to senior managers.

- Minimise customer complaints through responsive service.
- Keep accurate records and manage resources efficiently.
- Positively represent Peabody at meetings and stakeholder groups, enhancing the reputation of Peabody through enthusiasm and professional involvement.
- Identifying agencies, service providers, partners and funders who might offer resources, funding, or individual client services, e.g. Registered Social Landlords, Local Authorities, Social Services departments, community psychiatric services, Benefits Agency and other government agencies, referral agencies, charitable trusts, other voluntary agencies.
- To comply with and demonstrate commitment to Peabody's Diversity Policy, Equal Opportunities Policy and associated action plans.
- To ensure all Outreach team members comply with general Health and Safety guidelines (set out in Peabody's Health and Safety Policy) and work in a safe manner reporting any unsafe acts or conditions in accordance with the policy.
- Producing written and statistical reports in a variety of formats to meet the requirements of managers, service providers and legal bodies, e.g. referral and assessment reports, service planning reviews, supporting letters, case records, team/scheme reports.
- Inputting and extracting information from client monitoring system, and other database systems.
- Participating in the production of promotional information in relation to the team's services. Preparing and delivering presentations for internal and external audiences.
- Provide monitoring and statistical outcomes on a monthly basis regarding clients who have left the scheme.
- Maintaining and collating a range of accurate monitoring information in relation to client work and other activities.
- Assist in formulating, reviewing and monitoring the application of processes, policies and procedures that promote and support the objectives and services of the team.
- To work to the policies and procedures of Peabody.
- To attend evening and weekend meetings as required and participate in an on call rota.

- To carry out any other duties consistent with the post as and when requested by management.

Skills/Experience required

- Ability to prioritise and manage own workload.
- Ability to supervise and manage a staff team.
- Ability to communicate both verbally and in writing with staff, tenants and external agencies.
- Ability to write reports in a clear concise manner.
- Ability to handle difficult situations with de-escalation techniques ensuring safety of staff and tenants
- IT literate.
- Ability to undertake risk assessments
- A working knowledge of the principles of Outreach support
- An understanding of issues affecting vulnerable people
- Experience of staff supervision
- Personal safety and risk assessment
- An understanding of organisational policies and procedures and their practice.
- An understanding of Welfare benefits
- Working within a multi-disciplinary setting/partnerships.
- Approachable with a can-do attitude.

Ways of working

There are three elements which bring to life how we deliver our priorities:

- We listen to, and know, our customers
- We are reliably good
- People want to work for, and with, us.

Values

Our employees have helped define the values of the new organisation. We will be:

- Ambitious - We're ambitious for our customers, for our communities and for each other.
- Caring - We're caring in the way we work, and how we treat the people we work with, whether they're our customers, partners or employees.
- Collaborative - We work collaboratively with each other, and with partners and stakeholders, to deliver more for our customers.
- Empowering - We support and empower our customers and colleagues to help them realise their potential
- Trusted - We're trusted to keep our promises: we do what we say we will.

