

**Job title:** Team Manager

**Line manager:** Service Manager (Essex Supported Housing, Homeless Services)

**Grade (if applicable):** C14

**Direct reports:** Support Workers



### 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 housing related support to individuals and families who are homeless or at threat of homelessness.

### Role Purpose:

To provide high quality, compassionate services to homeless single people and vulnerable families that provide timely and effective accommodation and support interventions that respond to individual housing need and tackle the underlying root causes of homelessness. To deliver services that restore hope and help build skills and resilience to aid our customers in their journey to building independent and fulfilling lives within their communities.

Provide day to day service and staff management responsibilities and to continually improve service and accommodation quality in line with consultation of our customers and staff teams. A leading function is to develop key partnerships with a range of community and statutory services to enhance the support and opportunities offered to our customers and to improve their success in securing and maintaining longer-term appropriate accommodation.

### Key results:

- To build and maintain excellent communication and partnerships with key stakeholders essential for the smooth delivery of service and successful move-on of customers including housing and benefit departments, PRS landlords and social care professionals.
- To ensure that the service is managed and utilised efficiently, through effectively managing referrals, assessments and the allocations and voids process, and the positive throughput of tenants from service.
- To ensure that an effective housing management and support service is provided to tenants in partnership with our supported housing management team and to ensure that accommodation is safe, secure and of high quality.
- To co-ordinate and promote integrated working and best practise and effectively chair and attend meetings, ensuring attendance by key agencies and ensuring all meetings are person centred, solution focused and have positive outcomes.
- To assist the Service Manager/Head of Service in developing processes, policies and procedures that promotes the key objectives of the team and continual service improvement.
- To co-ordinate the work/deployment of staff and to ensure that staff are supported in their work, that the Team is properly organised, and that all relevant standards of best practice are observed in its day-to-day work.
- To manage the assessment, support planning and review process so that support delivered to tenants is effective and appropriate. To present evidence of outcomes achieved by tenants because of the support to stakeholders.
- To support the team in dealing effectively and innovatively with service users who are disengaging and refusing to accept support or work with support staff including the implementation of local engagement strategies. To assist and participate in action plans to deal with complex behaviour or situations that arise.
- To ensure that the service provides support that will encourage the active participation of vulnerable people in attaining new skills and confidence in their personal abilities.
- To take a proactive role in identifying and implementing ways in which the range, scope, resources, and quality of the services can be further developed and improved on an ongoing basis. To provide support to staff through any changes of service.
- To manage team admin systems and ensuring that all team members keep record-keeping

**Version Date:**

**Signed off by:**

systems (both paper-based and IT) up to date.

- To engage in and support the implementation of operational and strategic plans.
- To participate in and undertake training activities with staff, customers, and stakeholders.
- To participate in identifying and creating new business opportunities.
- To champion the human rights of vulnerable individuals.
- Undertake investigations and complaint enquiries when required.
- Take part in on-call rota.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Service Manager.
- To ensure all Peabody procedures are followed and that services comply with and demonstrate commitment to the organisation's Safeguarding, Diversity Policy, Equal Opportunities Policy and the race equality strategies and action plans of Peabody. To comply with general Health and Safety duties (set out in the organisation's Health and Safety Policy), and work in a safe manner reporting any unsafe acts or conditions to a member of management.

#### **Success metrics:**

- To lead, motivate, coach, and develop a team of Housing Support Workers/service in helping their customers to maintain their tenancies, to settle into their community, and to develop greater confidence and independence. To do so by means of.
  - Effective recruitment and delivering planned programmes of induction.
  - Setting up and monitoring individual performance objectives and targets.
  - Carrying out probationary and annual appraisals of all staff, and monthly individual support and supervision sessions (including live supervision and file audits)
  - Supporting individuals in analysing their development and training needs and identifying appropriate development activities/training courses.
  - Tackling issues of poor performance
  - Supporting sickness absence including excellent record keeping
  - Managing Annual Leave
  - To monitor and control effective use of resources including managing timesheets, rotas, and cover for staff absences.
- To lead and encourage support workers to achieve targets and to provide the best possible service to customers. This will involve the continuous review and development of staff practises.
- To give direction to staff in the management of risk, difficult behaviour, or incidents at the service. To ensure that all anti-social behaviour is robustly and effectively dealt with appropriately including.
  - Convening and chairing monthly Team meetings to ensure that risk management procedures are properly implemented, and that all necessary information is shared to ensure both customer welfare and staff safety and to update on progress/problems and good practise within the team.
  - Taking a hands-on approach to dealing with difficult or complex cases
  - Ensuring risk management and assessment procedures are followed by all team members including Safeguarding and RASIG
  - Ensuring scheme rules are appropriate and adhered to by tenants and staff.
  - Ensuring that illegal activity within the service is not tolerated and action plans are in place to manage any such situations.
  - Incident reporting and review.
- To ensure all customers have high quality, user friendly and co-produced support plans and risk assessments in place and that these are regularly reviewed. To ensure all relevant paperwork (Not seen agreements, Front sheets) are compliant with service standards.
- In conjunction with the Support Workers to draw up, provide and continually review individual programmes of support for tenants at the scheme, including budgeting, meaningful occupation, life skills, taking appropriate risks, etc.
- To ensure that quarterly monitoring reports are completed by set deadlines and any additional outcomes monitoring and reporting is completed as requested by senior management or

commissioners.

- To attend quarterly monitoring meetings to discuss future movements and best practise and to disseminate this information to the rest of the team.
- To ensure services meet Housing Related Support and other statutory agencies' standards and contractual obligations and are compliant in housing law.
- To prepare schemes for inspections and participate fully in the inspection process.
- To produce and maintain accurate and useful information, in a range of formats, in order to promote effective service delivery and evaluation (including quarterly monitoring reports for commissioners and service Implementation plans.
- To raise the profile of services and promote the work of Peabody by participating in relevant events and forums and being responsible for the advertising, promotion, and marketing of services to local authorities, carers and customers who hold their own personal budget.

**About you:**

**You will be:**

- Experienced and have an understanding or working with vulnerable populations, those experiencing homelessness and/pr those with complex needs.
- Experienced in managing and developing a staff team including developing staff culture and positive practice including performance management, objective setting, supervision, and appraisal.
- Ability to lead, develop and coordinate a staff team.
- Ability to develop and manage effective partnerships with external stakeholders.
- Excellent time management skills with the ability to plan and prioritise own workload and work under pressure.
- Ability to communicate effectively with staff, customers, and stakeholders.
- Ability to write reports in a clear, professional, and concise manner.
- IT competency in Microsoft office including Excel.
- Problem solving ability and ability to effectively manage risk.
- Excellent numeracy and literacy skills
- Good negotiating, decision making, interviewing, influencing and inter-personal skills.
- Ability to delegate, prioritise and manage conflict.

**You will have:**

- Clear understanding of homelessness and related legislation and practice including the Homelessness Reduction Act and how this translates to practise.
- Experience in risk identification, assessment, and risk management
- Experience of working within an accommodation-based setting, including experience of property management.
- Experience of working with other agencies, stakeholders and commissioners and building excellent working relationships/communication
- Experience of monitoring outcomes and service development/improvement including change management processes/procedures
- Experience of the Housing Related Support programme and welfare benefits
- Demonstrable knowledge/experience of Safeguarding children and adult procedures, responsibilities & legislation.