

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 specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

Provide day to day service and staff management of our Supported Housing scheme(s). You will provide leadership and direction for your team of support workers to deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers, in accordance with Peabody policies and procedures, and psychologically and trauma informed principles. You will identify and deliver projects and initiatives that improve the effectiveness of the team and the outcomes of the service. 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 managing their recovery and moving onto or returning to independent living.

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 promote the key objectives of the team and continual service improvement.
- Lead, supervise and manage a team of support workers and Specialist Support Workers, providing direct supervision, and being responsible for ensuring their performance meets or exceeds the requirements of their role.
- 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 to stakeholders where necessary and appropriate.
- Ensure support workers deliver services to customers which are flexible and personalised.
- 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.

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- 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 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.
- 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.
- Clearly explain the remit of services to a range of clients and other professionals.
- Work with support workers to manage risks to customers, staff and the community.
- Maintain safe practices at all times in accordance with Peabody's lone working policy.

Success metrics:

- Effectively lead, motivate, coach, and develop a team of Housing Support Workers
- Support workers are encouraged to achieve targets and to provide the best possible service to customers.
- Staff understand the management of risk, and are competent and supported to deal with difficult behaviour, or incidents at the service.
- Anti-social behaviour is robustly and effectively dealt with
- All customers have high quality, person centred and co-produced support plans and risk assessments in place that are regularly reviewed.
- There is a process to provide and continually review individual programmes of support for tenants at the scheme, including budgeting, meaningful occupation, life skills, taking appropriate risks, etc.
- Performance monitoring reports are completed by set deadlines and any additional outcomes monitoring and reporting is completed as requested by senior management or commissioners.
- Services meet Housing Related Support and other statutory agencies' standards and contractual obligations and are compliant in housing law.
- Schemes are maintained to standard and are inspection ready at any time.
- The service has a visible profile and services 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.

Additional responsibilities

- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
- To carry out any other duties, within an appropriate level of responsibilities as required.
- To promote, at all levels, the service vision, values and strategic objectives.
- All staff working for Peabody have a statutory duty of confidentiality to protect clients and any personally identifiable information only use it for the purposes for which it was intended.
- This job description is not intended to be exhaustive and may be reviewed to ensure that the arrangements meet the needs of the service.

Team and Organisational Responsibilities:

- Play an active and key role in developing and influencing team and directorate objectives;
- Facilitate and engage in cross functional working between departments across the group;
- 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 teams 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 taking action 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.

About you:**You will be:**

- Experienced and have an understanding of working with vulnerable populations, those experiencing homelessness and/or 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 practice.
- 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

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- Demonstrable knowledge/experience of Safeguarding children and adult procedures, responsibilities & legislation.