

Job title: Team Manager

Line manager: Service Manager

Grade (if applicable): C12

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.

Role Purpose:

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 the principles of best practice. You will identify and deliver service improvement projects and initiatives that improve the effectiveness of the team and the outcomes of the service.

Key results:

- Ensure that support workers carry out needs and risk assessments, complete support plans, provide support in accordance with the care and risk assessment plans and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Accurately input all client data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets and comply with commissioner and other reporting requirements.
- Attend meetings as required, and work closely with various agencies to prioritise referrals, and complete a full assessment of support needs of potential service users.
- Clearly explain the remit of services to a range of clients and other professionals.
- Ensure support workers provide time limited, structured, and flexible support to clients, in line with the service specification, policies and procedures, to enable individuals to maintain their independence and do as much as they can for themselves.
- Work with support workers to manage risks to customers, staff, and the community.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and risk concerns in accordance with Peabody policy.
- Promote self-advocacy and advocate where appropriate for all customers.
- Lead on and participate in team meetings and training courses.
- Clearly explain the remit of the service to a range of clients and other professionals as appropriate.
- Implement Peabody's equal opportunities policy as an integral part of all duties and always observe the letter and the spirit of the policy.
- Always maintain safe practice in accordance with Peabody's lone working policy.
- Undertake any other reasonable requests from your line manager.
- 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.

Success metrics:

- Lead, supervise and manage a team of support workers and Specialist Support Workers, providing supervision every four to six weeks, and being responsible for ensuring they meet or exceed the requirements of their role.

Version Date:

Signed off by:

- Provide a positive role model for support staff by modelling good practice, advising on, and intervening in, complex and/or high-risk cases and assisting with the in-service induction of new staff.
- Ensure support workers deliver services to customers which are flexible and personalised.
- Develop and maintain good links with local statutory and voluntary agencies to enable clients to access appropriate services and support.
- Play an active and key role in developing and influencing team and directorate objectives.
- Professionally represent the interests of customers, the service and the directorate with stakeholders and partners.
- 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 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 to relevant codes of conduct.
- Adhere to the organisation and social care Codes of Conduct.

About you:

You will be:

- Experienced of providing support to people who have experienced trauma and have complex and challenging support needs.
- Experienced of assessment and management of individuals' needs and risks.
- Experienced of working jointly with other agencies and liaising with statutory organisations
- Kindness, empathy, a positive attitude, energy, and enthusiasm
- Experienced of managing, appraising, and motivating a team of staff to deliver a support service which is rated good or better.
- Committed to achieving own goals and meeting deadlines.
- Good team worker
- Able to work flexibly to meet customer needs and service requirements.
- Able to work some unsocial hours i.e., weekends and public holidays
- Experienced of leading a team within a supported housing environment

You will have:

- Effective written verbal and communication skills and be able to communicate effectively with customers, staff and stakeholders.
- A commitment to achieving equal opportunities for the designated client(s).
- A genuine desire to help the designated client group connect with their community.
- Comprehensive IT skills, including use of Microsoft office and ability to maintain electronic records, with attention to detail.
- The ability to confront and resolve problems.
- Excellent time management skills.
- An understanding of customer service in a service delivery setting.

- Thorough and up to date knowledge of health and safety issues and welfare benefits for the customer group.
- An understanding of housing support needs and benefits of a flexible, outcome focused and personalised support service.
- Knowledge of related services provided by the statutory and voluntary sector.
- An understanding of confidentiality and data protection/GDPR issues.
- An understanding of the concept of housing related and care support and supporting people to help themselves.
- An understanding of the need to collect data and the benefits for the service.
- Knowledge of diversity and inclusion as they relate to the designated client group.
- An understanding of housing issues relating to client group regardless of tenure.
- An understanding of the difference between care and housing related support.
- Knowledge of Landlord and tenant legislation.
- Comprehensive understanding of risk and risk management.
- Demonstrable customer service skills.
- Approachable with a can-do attitude.