

# Job title: Team Manager

Line manager: Service Manager

Grade (if applicable): C14

Direct reports: Housing Support Workers



## Role purpose:

At Peabody we are committed to people 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.

## About the role:

As a team manager, you will manage all aspects of the service, supporting your team of housing support workers and our customers living in our supported housing properties. You and your team will help support our customers with all aspects of their tenancy, supporting them to be independent, helping them to reach their goals, to flourish and thrive. This role is full of opportunities, and you will have a meaningful impact on your team and our customers lives from day one.

## Key results:

- Leading and managing your team by carrying out regular supervisions, team meetings, training, and staff development to meet or exceed the requirements of their role.
- Being 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 inhouse service induction of new staff.
- Taking an active lead to ensure Peabody is compliant with our regulators.
- Ensure your team carry out needs and risk assessments, flexible personalised support plans, and reviews for all our customers in accordance with our policies, procedures as well as our stakeholders and funder requirements.
- Keeping accurate records, managing customer information electronically, ensuring all information is maintained to evidence compliance with Peabody's key performance indicators, our commissioners and other reporting requirements.
- Attending meetings as required, working closely with various agencies to prioritise referrals, and completing full assessments of the support needs of potential customers.
- Develop and maintain useful links with local statutory and voluntary agencies to enable our customers to access appropriate services and support.
- Ensure support workers provide time limited, structured, and flexible support to customers, in line with service specifications, policies and procedures, enabling individuals to maintain their independence whilst doing 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 other risk concerns in accordance with Peabody's policy.
- Promote self-advocacy and advocate where appropriate for our customers.
- Undertake relevant training to meet all the demands of your role, support the delivery of the service along with critical self-reflection and a desire to keep learning.
- Work well with your manager, your team, Peabody colleagues and all external contacts.
- Implement Peabody's equal opportunities policy as an integral part of all duties and always observe the letter and the spirit of the policy at all times.
- Ensure you and your team always maintain safe practice in accordance with Peabody's lone working policy and procedure.
- To promote, at all levels, the service vision, values, and strategic objectives.

N.B. the above list is not exhaustive, and you will undertake tasks and duties that are appropriate to the role and in line with the needs and wishes of your manager and customers.

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## Success metrics:

- Uphold quality standards, regulatory rules, company policies and procedures (including confidentiality and General Data Protection Regulations).
- Promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out in accordance with Peabody's health and safety policies and procedures.
- You will set clear direction to your staff and develop a keen sense of purpose and commitment to support customers.
- Achieve your personal and team objectives by working effectively with your manager, your team, and your Peabody colleagues.
- You will demonstrate a strong commitment to the principles of equality, diversity, and inclusion to benefit the organisation, leading to improved business performance, and driving a customer centred approach.
- You will empower your team to develop and grow, leading with trust and showing appreciation.
- Supporting team members by coaching and mentoring them giving performance feedback.
- Deliver a consistent, effective and supporting service by maintaining accurate records, carrying out service audit checks, financial management, customer reviews and team meetings.
- Contribute to the delivery of a learning culture which is open and honest, seeking feedback, as well as critical reflection on your own performance and areas for development along with a desire to keep learning

## About you:

### You will be:

- An enthusiastic advocate for our diverse customer group.
- A confident role model and leader, ensuring you reflect the values of the organisation.
- Committed to know what it takes to lead, manage, and motivate your team ensuring they have the right tools to do the job.
- Committed to providing excellent customer service – whether you are in direct contact with customers, or dealing with internal or external colleagues, Kind and empathetic and respect the individual characteristics of your team and the needs of the very diverse range of customers you will be dealing with.
- Non-judgmental, compassionate, courageous, and brave enough to report concerns if observed.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Responsible for specific budgets and monitor expenditure and taking appropriate action to prevent overspending as well as providing statistics, reports, and information on any aspect of the work in your team.
- Responsible to ensure all administrative tasks, IT and other record keeping systems that supports your service are kept up to date.

### You will have:

- Management experience of specialist and/or supported housing for vulnerable people.
- Experience to lead a dispersed staff team.
- Experience of specialist and/or supported housing for vulnerable people including people at risk of homelessness, young people and people with mental health and/or complex needs.
- Experience of developing and delivering targets and driving improvements in performance.
- The ability to listen, be kind, do no harm, be curious and respect the dignity and diversity of the people you are working with.
- The ability to uphold human rights and social justice and question the status quo.
- The ability to communicate respectfully with and about people.
- The skills to think and act creatively always having the best interests of the customers living in our services.
- The ability to challenge institutional behaviours and environments that may exclude, or oppress people.
- Excellent time management skills and ability to meet deadlines and achieve goals.
- The responsibility to ensure data is collected, recorded, managed, and protected to the expected standards, meeting all legal, financial, contractual control and regulatory requirements.
- Return a DBS (Disclosure and Barring Service) check result that Peabody is happy with.

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- To participate in the out of hours on-call rota, dealing with operational emergencies.

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