



Assistant Team Leader

Taylor House and Time to Heal

Hours: 37.5 hours per week. Rota covering support delivery 365 days a year.

Part of the: Supported Housing Department

Responsible to: Team Leader

Responsible for: Line management of the Time to Heal discharge service & Taylor House Support Administrator and the lead for Health & Safety and Void Management at Taylor House

Purpose

In the absence of the Taylor House Team Leader the Assistant Team leader is expected to have day to day responsibility for service delivery for the 18+ supported housing service at Taylor House. The service accommodates and supports 34 adults with complex, multiple, complex, and high needs. You will lead, motivate, and inspire your staff team to deliver a high quality, trauma informed, and strengths-based support service for vulnerable adults and ensure the team perform effectively when managing housing management functions. The acting assistant team leader will lead on health and safety and voids and will line manage the Support Administrator.

You will be responsible for delivering leadership and management for the Time to Heal service. The Time to Heal service is a hospital discharge service for homeless patients currently offered at Gloucester Royal, Wotton Lawn and Cheltenham General Hospitals. You will be responsible for service delivery, line management of the Time to heal team, partnership working with stakeholders, data collation & reporting and customer satisfaction.

You will be an ambassador for Elim, leading by example to represent our values, vision, and aspirations in delivering services, and provide services that contribute to Elim's Business plan, ensuring such services are delivered in line with our Psychologically Informed Framework and practice and our Elim CARES values.

Responsibilities: An Assistant Team Leader will



Qualifications and Experience: In this role an Assistant Team Leader will need the following:

✓	Understanding and skills which are compatible with managing a supported housing service or relevant management/ leadership role, including experience of leading, managing, and motivating staff	✓	Experience and understanding of housing management issues including rent collection, former arrears, void management, property maintenance and ASB.
✓	Knowledge of support services delivery and understanding of delivering services within a Psychologically Informed environment.	√	Knowledge of housing legislation relating to licenses, tenancies, and court proceedings.
✓	Up to date knowledge of Safeguarding and Protection from Abuse strategies as they relate to children, young people, and adults, with the ability to identify risk and support the Team Leader to embed this within the team.	✓	Excellent level of IT literacy, operate case management systems and ability to carry out own administrative workload.
✓	Working to promote equality, diversity and inclusion within the workplace and service delivery.	✓	Experience of monitoring and reporting on service performance, identifying trends, and proactively steering teams to celebrate success and address gaps in performance.
✓	Understanding of the causes of homelessness and social exclusion for vulnerable adults, and homeless patients.	√	Experience of proactive risk management and contingency planning.
✓	Experience of delivering services in line with quality assurance, health and safety compliance, and Data Protection (1998) legislation and frameworks.		
It would be great if you could also:			





Have experience of working in a homeless service and or a hospital setting.



Experience and knowledge of participating in Reflective Practice.

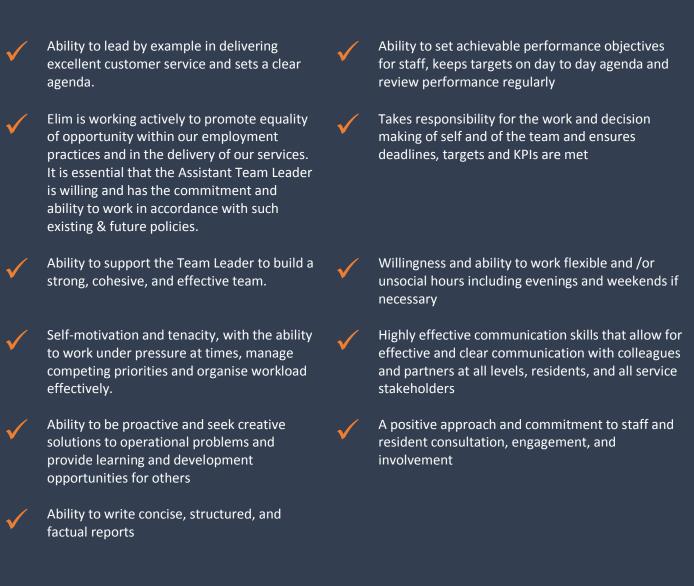
Have experience of supporting people who are, or have experienced trauma / domestic abuse.



Knowledge of trauma informed support.

Knowledge of the welfare benefits systems.

Skills and Abilities: In this role an Assistant Team Leader will need the following:



It would be great if you could also:



Apply existing knowledge to produce bid applications and participate in commissioning processes.



Train the Trainer skills



Deliver in-house training and guidance sessions.



Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

An Assistant Team Leader lives by the Elim CAREs values:



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL &

We are ambitious for our sustomers,staff and stakeholders. We work with ntegrity, learn from mistakes and do what we say we will.



Ve work hard and deliver great results for our customers and for Elim. E

EVERYONE'S VIEW MATTERS

We listen to understand, mprove and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.

GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.

LEARNING AND DEVELOPMENT We believe in developing our staff and investing in your learning and training.



and investing in your learning training.



PENSION AND LIFE ASSURANCE We are a member of the Social Housing Pension Scheme



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



MILEAGE EXPENSES We pay mileage expenses at a rate of 45p per mile.



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts