



## 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

- ✓ Work with the Team Leader to provide leadership to services that are designed to reduce repeat homelessness and improve outcomes for vulnerable adults and homeless patients.
- ✓ Provide line management for the Time to heal project workers, the Taylor House Support Administrator and relief staff, This will include direction, support, and coaching to the staff team, promoting, and supporting ongoing professional development.
- ✓ Work with the Team Leader to lead the multi - agency working with the Local Authority and the NHS Trust, and all other relevant external agencies required to reduce repeat homelessness and improve outcomes for patients, vulnerable parents, and people in recovery.
- ✓ Support the Team Leader to monitor the quality of support and housing management delivered by your team, via the use of outcome tools and systems, reviewing impact and ensuring a psychologically informed approach underpins support work.
- ✓ Be responsible for the maintenance and security of Taylor House, in line with our Health and Safety compliance framework.
- ✓ Achieve individual and team KPI's and contribute to departmental KPIs. Work in accordance with all relevant policies and procedures.
- ✓ Positively work with change and contribute to the development of services as and when required.
- ✓ Communicate and consult with residents, staff, and stakeholders clearly, and with transparency.
- ✓ Monitor relief staff performance and give constructive feedback. Recognise and reward good performance and address promptly poor performance or inappropriate behaviour.
- ✓ Support the Team leader to manage budgets and service contracts and contribute to the annual budget setting process. Providing a cost-effective service.
- ✓ Use IT effectively to capture and enhance the delivery of front - line services and aid effective reporting of outcomes internally and externally to commissioners.
- ✓ Support the Team Leader to ensure data is collected by the team and produce monthly and quarterly reports for the Time to Heal services in line with contractual requirements.
- ✓ Work with the Team Leader ensuring adequate staffing is in place when staff are on leave training or absent.
- ✓ Work with the Team Leader to model and embed the culture of continuous improvement within your services.
- ✓ Be responsible for attending and completing mandatory and other required training, development, and online courses.
- ✓ Work across services as and when required to ensure the delivery of the wider support service is maintained.

## 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
- ✓ Knowledge of support services delivery and understanding of delivering services within a Psychologically Informed environment.
- ✓ 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.
- ✓ Working to promote equality, diversity and inclusion within the workplace and service delivery.
- ✓ Understanding of the causes of homelessness and social exclusion for vulnerable adults, and homeless patients.
- ✓ Experience of delivering services in line with quality assurance, health and safety compliance, and Data Protection (1998) legislation and frameworks.
- ✓ Experience and understanding of housing management issues including rent collection, former arrears, void management, property maintenance and ASB.
- ✓ Knowledge of housing legislation relating to licenses, tenancies, and court proceedings.
- ✓ Excellent level of IT literacy, operate case management systems and ability to carry out own administrative workload.
- ✓ Experience of monitoring and reporting on service performance, identifying trends, and proactively steering teams to celebrate success and address gaps in performance.
- ✓ Experience of proactive risk management and contingency planning.

## It would be great if you could also:

- ✓ Have a relevant qualification in social care, housing, or leadership & management..
- ✓ 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:

- ✓ Ability to lead by example in delivering excellent customer service and sets a clear agenda.
- ✓ Ability to set achievable performance objectives for staff, keeps targets on day to day agenda and review performance regularly
- ✓ Elim is working actively to promote equality of opportunity within our employment practices and in the delivery of our services. It is essential that the Assistant Team Leader is willing and has the commitment and ability to work in accordance with such existing & future policies.
- ✓ Takes responsibility for the work and decision making of self and of the team and ensures deadlines, targets and KPIs are met
- ✓ Ability to support the Team Leader to build a strong, cohesive, and effective team.
- ✓ Willingness and ability to work flexible and /or unsocial hours including evenings and weekends if necessary
- ✓ Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively.
- ✓ Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, residents, and all service stakeholders
- ✓ Ability to be proactive and seek creative solutions to operational problems and provide learning and development opportunities for others
- ✓ A positive approach and commitment to staff and resident consultation, engagement, and involvement
- ✓ Ability to write concise, structured, and factual reports

## It would be great if you could also:

- ✓ Apply existing knowledge to produce bid applications and participate in commissioning processes.
- ✓ Deliver in-house training and guidance sessions.
- ✓ Train the Trainer skills



## 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:



### ✓ 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.



### 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

