



Assistant Team Leader

Yate, Staple Hill and Kingswood in South Gloucestershire

Hours: 37 hours per week. Monday to Friday

Part of the: Supported Housing Department

Responsible to: Team Leader

Responsible for: Lead with RSI & NSAP services line management of the RSI&NSAP Supported Housing Officer

Purpose

The Rough sleepers initiative service (RSI) is delivered through Government funding which combines the RSI & the Rapid Rehousing Pathway. The fund is designed to support the establishment or enhancement of local services, based around the Rapid Rehousing Pathway model, for rough sleepers or those at risk of rough sleeping, with the aim of reducing, and ultimately ending rough sleeping in England. The service accommodates and supports 11 customers low level support needs along with 1 crash pad room that accommodates emergency housing need.

The NSAP service is delivered through the Government's Next Steps Accommodation Programme (NSAP). NSAP services are part of the Government's Covid response. The service accommodates and supports 11 customers with low level support needs.

In the absence of the Team Leader the Assistant Team leader is expected to responsibility for service delivery service at The Forecastle in the absence of the Team Leader and be the lead with service delivery of the RSI and NSAP services. You will support the Team Leader to lead, motivate, and inspire the staff team to deliver a high quality, trauma informed, and strengths based support services for vulnerable adults and ensure the team perform effectively when managing housing management functions.

The Forecastle is an accommodation based service funded by the local authority to deliver housing related support for 18 customers with low to medium support needs.

The three services are designed to help people who have experienced homelessness to find stable, long-term homes. The role will involve helping people to access accommodation through close partnership working with the local authority and other agencies, as well as providing support to people in homes designated for this purpose. Support will be person-centred and may address a range of issues, from financial inclusion to physical and mental health to accessing education and employment.

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. You will ensure all services are delivered using the 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.
- ✓ Provide line management for relief staff, 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 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 the buildings under your remit, 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 South Gloucestershire Council 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 parents, and people recovering from substance dependence.
- ✓ 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.
- ✓ Knowledge of the welfare benefits systems.
- ✓ 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.

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.
- ✓ Ability to write concise, structured, and factual reports
- ✓ 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

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.



FLEXIBLE WORKING

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



LEARNING AND DEVELOPMENT

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



MILEAGE EXPENSES

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



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

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