



# 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



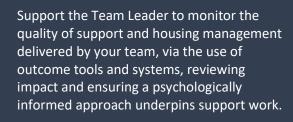
Work with the Team Leader to provide leadership to services that are designed to reduce repeat homelessness and improve outcomes for vulnerable adults.



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.



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:



**Reflective Practice.** 

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



# It would be great if you could also:

| $\checkmark$ |
|--------------|
|--------------|

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



**ASPIRATIONAL &** 



for Elim.

EVERYONE'S VIEW MATTERS



SUPPORTIVE

We tackle challenges head on and inspire each

#### **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