



Homes that change  
people's lives

## Job Advert: Taylor House Assistant Team Leader

### Details

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**Reference**

001396

**Salary**

£26,776

**Department**

Housing

**Hours**

37

**Job Type**

Permanent

**Location**

Taylor House, Gloucester

**Closing Date**

Monday, 18 September 2023

**Planned Interviews**

Monday, 25 September 2023

### Job Description

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Elim is a charitable social landlord based in Bristol with a vision **'to meet housing needs and deliver homes that change people's lives'**. This ambition is present in everything we do. We have around 900 homes located across South West England, the Birmingham area and Wales, and we provide homes for social or affordable rent across each of these areas. We provide homes for shared ownership in South West England and are one of the largest providers of supported accommodation to people who have experienced homelessness in Bristol and Gloucester.

We offer a diverse and inclusive culture in line with our Elim **CARES** Values. These were created in partnership with our customers, colleagues, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully:

C - Customers First – Customers are at the heart of our services and decision making

A - Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.

R - Results – We work hard and deliver great results for our customers and for Elim.

E - Everyone's view matters – We listen to understand, improve and build our services

S - Supportive – We tackle challenges head on and inspire each other to achieve our potential.

**Responsibilities:**

- 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.
- Contribute to the completion of staff one to ones, for the Taylor and H.O.M.E team
- 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.
- Effectively performance manage relief staff, ensure prompt intervention for under-performance.
- Work with the Team Leader to ensure adequate staffing is in place, taking into account leave and training.
- 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. Provide line management for the Support Administration post.
- Provide direction, support, and coaching to the staff team, promoting, and supporting ongoing professional development.

# Person Specification

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

- Demonstrate 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.
- 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.
- Understanding of the causes of homelessness and social exclusion for vulnerable adults, and homeless patients.
- Knowledge of housing legislation relating to licenses, tenancies, and court proceedings.
- Experience of monitoring and reporting on service performance, identifying trends, and proactively steering teams to celebrate success and address gaps in performance.
- 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 could also:

- A relevant qualification in social care, housing, or leadership & management.
- Experience and knowledge of participating in Reflective Practice.
- Knowledge of trauma-informed support.
- Knowledge of the welfare benefits systems.
- Apply existing knowledge to produce bid applications and participate in commissioning processes

## Benefits

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- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Access to training and career development through Elim Skills Academy
- We will pay one professional membership, relevant to the job role, per person.
- Mileage expenses at a rate of 45p per mile.
- Company pension.
- Life Assurance.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

## Contact Us

Units 3 & 4, Pinkers Court,  
Briarlands Office Park, Gloucester Road,  
Rudgeway, South Gloucestershire  
BS35 3QH

Call: 01454 411172  
Email: [HR@ElimHousing.co.uk](mailto:HR@ElimHousing.co.uk)

## About US

### **Providing homes, supporting people.**

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.