



Homes that change  
people's lives

## Job Advert: Assistant Team Leader

### Details

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**Reference**

000395

**Salary**

£23,950 per annum

**Department**

Supported Housing

**Hours**

37.5 hours per week

**Job Type**

Permanent

**Location**

South Gloucestershire

**Closing Date**

Sunday, 04 July 2021

**Planned Interviews**

Monday, 12 July 2021

### Job Description

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Elim Housing Association is a provider of housing and support services in the West of England and Gloucestershire, our vision is 'to meet housing need and deliver homes that change people's lives'. Elim's aim for it's customers is 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:

- 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.

In this new role the Assistant Team Leader will be the lead with service delivery of the Rough Sleepers Initiative and Next Steps Accommodation Programme. Rough Sleepers Initiative accommodates and supports 11 customers with low level support needs. Next Steps Accommodation Programme accommodates and supports 9 customers with low level support needs.

In the absence of the Team Leader the Assistant Team leader will also be responsible for service delivery service at The Forecastle. The Forecastle accommodates 18 customers with low to medium support needs. 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.

What you will be doing:

- Working with the Team Leader to provide leadership to services that are designed to reduce repeat homelessness and improve outcomes for vulnerable adults.
- Supporting 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.
- Supporting 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
- Working across services as and when required to ensure the delivery of the wider support service is maintained. Driving license and access to a vehicle are essential.

## Person Specification

What you will need to be successful:

- You take responsibility for the work and decision making of yourself and of the team and ensures deadlines, targets and KPIs are met
- Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, residents, and all service stakeholders
- Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively.
- Ability to set achievable performance objectives for staff, keeps targets on day to day agenda and review performance regularly

For full details of the requirements of the role please see the Job Profile.

## Benefits

Elim employees benefit from:

- 25 days annual holiday rising to 30 days.
- Company pension.
- Life Assurance.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free on the street parking

Full details of benefits are [here](#).

## Contact Us

Units 3 & 4, Pinkers Court,  
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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.