



Team Leader

BPA, Priory Court Knowle Lanercost and Wigton Southmead

Hours: 37 hours per week. Monday – Thursday 9.00am-5.00pm, & Friday 9.00am-4.30pm

Part of the: Support Services Department

Responsible to: Area Support Manager South

Responsible for: 4.5 FTE Supported Housing officers

Purpose

The Team leader is expected to have day to day responsibility for service delivery of the Bristol Parents Alliance. Ensuring quality support is delivered to parents at Priory Court and Lanercost and Wigton services. You will lead, motivate, and inspire your staff team to deliver a high quality, trauma informed, and strengths based service for vulnerable parents. You will work collaboratively with your team when supporting residents with complex issues.

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

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| ✓ | Provide leadership to services that are designed to reduce repeat homelessness and improve outcomes for parents and their children. | ✓ | Be responsible for drafting, implementing and managing the staff shift rota to ensure adequate staffing is in place 7 days per week 0800-2000. |
| ✓ | Provide line management, direction, support, and coaching to the staff team, promoting, and supporting ongoing professional development. | ✓ | Be responsible for ensuring adequate staffing is in place when staff are on leave training or absent. |
| ✓ | Create and develop a positive culture where staff perform well and enjoy their roles, so residents are supported to engage and have planned move on within timescales | ✓ | Achieve individual and team KPI's and contribute to departmental KPIs. Work in accordance with all relevant policies and procedures |
| ✓ | Lead the multi - agency working with the Local Authority, and all other relevant external agencies required to reduce repeat homelessness and improve outcomes for vulnerable parents. | ✓ | Lead and embed the culture of continuous improvement within your services |

- ✓ 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.
- ✓ Monitor staff performance and give constructive feedback. Recognise and reward good performance, and address promptly poor performance or inappropriate behaviour
- ✓ 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
- ✓ Positively work with change and contribute to the development of services as and when required
- ✓ Be responsible for attending and completing mandatory and other required training, development, and online courses
- ✓ Contribute to and participate in the appraisal and performance management process.
- ✓ Communicate and consult with residents, staff, and stakeholders clearly, and with transparency.
- ✓ Work alongside staff with complex cases such as a safeguarding concern
- ✓ Work 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.

Qualifications and Experience:

- ✓ Previous experience of managing a supported housing service or relevant management / leadership role, including significant 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 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
- ✓ 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 .
- ✓ 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 you could also:

- ✓ A relevant qualification in social care, housing, or leadership & management
- ✓ Experience and knowledge of participating in, and facilitating Reflective Practice
- ✓ Experience of supporting people who are, or have experienced domestic abuse
- ✓ Knowledge of child development
- ✓ Knowledge of the welfare benefits systems
- ✓ Knowledge of ACES and trauma informed support.

Skills and Abilities:

- ✓ 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
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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



Benefits available include:

Employee assistance programme, healthcare cashback and shopping discounts