

**Team Leader - Job Description**

**POST TITLE:** Team Leader

**SERVICE:** North Lanarkshire - Homes First

**LOCATION:** Various

**RESPONSIBLE TO:** Head of Service

**HOURS OF DUTY:** 37.5 hours per week

**SALARY SCALE**: £22,367 - £23,814

**About Homes First**

Homes First is a new multi agency initiative delivering Housing First principles to an intensive support and intervention service in North Lanarkshire for people experiencing entrenched or repeated homelessness. The team will work flexibly and collaboratively to find unique and individual solutions that enable people to be safe, be well and create their own future. Key aspects of the new service will include:

* Working with people who have multiple and complex needs, often with significant trauma in their history and multiple episodes or re-traumatisation. They will often experience service exclusion and self-exclusion from services.
* Typically, people will have significant physical and mental health issues, substance misuse, fractured family relationships, debt/poverty, chaotic and survival lifestyles and often very little hope for their future.
* The team will support 20 people to maintain and live successfully in their own tenancy and support a further 20 people currently in temporary and other forms of accommodation who are on a pathway to moving to a more permanent and sustainable solution.
* Provide support over a seven-day period at a time and place that is right for the people we support, including evenings and weekends.
* Covid restrictions dependant, the team will be collocated with health, housing and social work staff and work to create a unified team and approach, working with the wider Homes First team on developing appropriate assessment processes.
* Using personalised budgets to enable Key Workers to fund creative and immediate solutions to challenges and opportunities that people encounter, empowering frontline staff to deliver solutions.
* Key Workers will meet weekly for reflective practice, caseload management and support.
* Service users will on occasions, come in or be in contact with criminal justice services. Having a good working relationship with the teams can be hugely beneficial for service users, so we will make this a priority and build on our existing relationships.
* A ‘Working Together Safely Framework’ that supports staff and service users apply public health advice and continue to engage in support whilst reducing the likelihood of Covid transmission will be implemented
* We will produce a quarterly newsletter and annual report with partners and service users, providing information on the service, it’s work, impact and invitation to connect to the Homes First Management Team and all key stakeholders.

**Your role in making this happen**

This is a new, exciting and challenging service development but you will not be on your own. You will have line management support from Simon Community about you’ll have the backing and support from Barnardos, Blue Triangle and key Council staff dedicated to the Homes First approach.

As team leader you will:-

* Deploy the team and caseloads so Key Workers wherever possible, remain in constant connection with the people we’re supporting, on their journey from the Homes First pathway to settled living, providing a consistent, familiar and trusted connection.
* Be committed to delivering a “person centred approach” that gives the service user the voice to shape and design the support that works best for them.
* Lead collective approach to supporting the overall caseload, so in the absence of a Key Worker, other members of the team are familiar with the service user and vice versa.
* Maintain a team focus on recognising the value of purposeful and meaningful activity. Our teams have existing networks and experience in connecting people with leisure, recreation, learning, volunteering and employment opportunities.
* Deploy an active engagement approach so that we will not intentionally or unintentionally allow people to fall out of support or ever lose hope that we can find a way to engage with them.
* Provide a flexible approach to people's needs by responding to increase and decrease the intensity of support appropriate to the needs of the person. A collective team approach will support the key worker to manage these periods, including 24-hour input should this be required.
* Understand the impact of trauma in shaping a person's interactions and responses in their lives. Our staff will be both psychologically and trauma informed and be able to work with the person through some challenging behaviours.
* Engage service users throughout the project in shaping and influencing the direction of the service. We have existing local forums that we have already drawn on to influence this application.
* Support Key Workers to actively build local relationships and networks with providers to support service user access and engagement of services, we will actively engage in making connections and doing what is necessary to make the interaction mutually positive.
* Be committed to providing support to people for as long as is needed. That said, the team will encourage movement towards self-resilience and accessing mainstream services. We will connect with our existing services and networks to support people move on from Homes First.

**Team Leader Tasks**

**Job Tasks**

* Support the Service Leader to deliver an effective quality service.
* Participate in our recruitment process, including the induction of employees and volunteers and their professional development through the supervision process.
* Work, plan and implement a rota system, ensuring the service is delivered on a 24/7 basis. The rota system will include annual leave allocation and the sickness absence process.
* Facilitate regular and structured team meetings.
* Facilitate regular and structured group work, with our Service users
* Participate in the on-call system
* Lead and develop volunteer programme.

**Leadership**

* Promote professionalism and encourage development amongst the support workers.
* Lead the team with a confident flexible approach.
* Be confident in decision making under pressure.
* Demonstrate excellent persuasion and negotiating skills
* Take responsibility for delivering outcomes through living our values.
* To provide leadership and direction to all staff within the service in ways which are compatible with Simon Community Scotland ethos, values and policies.
* Use own initiative to manage workloads and meet deadlines.

**Communications/Liaison**

* In conjunction with other stakeholders, ensure involvement and representation of service users in all aspects of service provision.
* Represent the organisation through the induction of new staff members.
* Contribute to the day-to-day management of the service.
* Contribute to other reports as requested by the manager.
* Undertake service-based administration as required by the manager.
* Communication with other managers for on call duties.
* To effectively manage customer relationships and expectations, maintaining positive relationships with a range of key internal and external partners.
* Develop and promote effective communications, excellence in customer service and focus on continuous improvement and a pro active approach to best practice.

**Competency and Person Specification Framework – Team Leader**

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|  | **Essential** | **Desirable** |
| **Values and qualities** | Treat individuals with dignity and respect.  To evidence a commitment to equal opportunities and  Anti-discriminatory practice.  Commitment to partnership working, including a person centred approach to the planning and delivery of support.  Commitment to social inclusion.  Willingness to develop self and others.  A common sense, down to earth approach. |  |
| **Qualifications** | Possess or have a commitment to obtaining a relevant recognised qualification e.g. SVQ Level 3 working towards Level 4. |  |
| **Skills, experience and knowledge** | To lead / develop teams  Ability to respond to changing needs and aspirations of individuals.  Ability to satisfactorily implement and maintain records.  Ability to organise and prioritise activities.  At least one year’s experience of supporting people in a community based setting (work/personal life).  Able to demonstrate the ability to identify support needs, establish and evolve development and support agreements and co-ordinate the delivery of support.  Ability to negotiate and advocate on behalf of individuals with other agencies.  An ability to interact with a wide range of individuals and groups. | An understanding of Health and Safety including Risk Assessments.  Able to demonstrate an awareness of the supervisory process.  An awareness of relevant legislation, including the role of the Care Commission and regulation of Care Scotland Act.  Previous work based training in topics such as Homelessness, Health and Safety, Drug and Alcohol Awareness, Mental Health, Learning Disability Awareness, First Aid and Food Hygiene. |
| **Work requirements** | Meet pre-requisites of job description, competencies and person specification. |  |