

**Job Title: Team Leader – Supported Living**

**Reports to: Operations Manager**

**Location: Swansea City Centre – driving licence and own transport essential**

**Hours: 35 per week including some evening and weekend working &**

**participation in on call manager rota**

1. **ROLE**

Reporting to the Operations Manager, you will be responsible for managing the day to day provision of accommodation and support. This includes leading a team of support staff, managing a rota, monitoring client support and overseeing housing management responsibilities such as rents, occupancy, maintenance and health & safety.

1. **JOB PURPOSE**

* Service enables clients to find a home and maintain it, long term.
* Manage staff rota/operational priorities with effective staff supervision/management.
* Ensure consistent high standards in resident accommodation.
* Lead a psychologically informed approach with a clear emphasis on reflective practice, harm reduction, co-production (client choice, voice and control) and skills development.
* Respond to incidents, accidents, complaints and compliments are in line with policy.
* Maintain compliance with organisational policy frameworks, IT management systems, financial, contractual and regulatory obligations and legislative regulations (Housing Support Grant, Housing Management, Safeguarding, Health & Safety and GDPR).
* Manage budget, procurement, premises and housing management obligations as set out in project plans, policy framework and landlord management agreement.
* Completion of all internal and external reporting and monitoring processes.

1. **KEY PERFORMANCE INDICATORS**

* Client satisfaction and contract performance are in line with expectations, contractual KPI’s and regulatory obligations.
* Team meet all contractual, finance, compliance and quality performance targets, such as:
  + Organisational and contractual KPIs
  + Income/rents and expenditure in line with budget targets including 95% occupancy
  + The physical environment is safe, clean, well-cared for and welcoming
  + Meet all contract, regulatory, housing management, safeguarding, health and safety, and GDPR obligations
  + Client/staff records are completed to the required standard and data systems are up to date
* Rota management and decision making meets the operational priorities and prevents agency spend.
* Staff management decisions & actions adhere to organisational processes, policies, and procedures.
* Finance approvals & actions adhere to organisational processes, policies, and procedures.
* Monitoring and reporting obligations are completed with accuracy and on time.
* Work outputs, service performance and internal/external monitoring inspections identify no risk to organisation such as non-compliance or contract default.

1. **KEY CONTACTS**

**Internal:**

* Clients, staff team, wider operations and central services
* ELT (CEO, Directors – Operations/Responsible Individual, Finance and HR)

**External:**

* Commissioners (Welsh Government, Local Authority, Health Board)
* Regulators (Rent Smart Wales)
* Partner agencies (Landlord, Health/Social Services, Housing, Welfare, Criminal Justice, Drug/Alcohol Support)
* Policy organisations (Cymorth Cymru)
* National & Regional Networks

1. **GENERAL**

* Ability to participate in the locality on-call rota including evening and weekends.
* Apply the organisational values and management competencies to every aspect of the role at all times.
* Promote and maintain the brand standards of the organisation.
* Be aware of and adhere to organisational policies at all times.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other organisational departments.
* Attend training courses and complete training modules as required to meet requirements of post.
* Regularly competency check staff in key result areas including housing/move on knowledge, use of Solution Focus in practice, Safeguarding, Health & Safety and GDPR.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Provide effective housing management through expressing clear expectations of licence agreement terms at point of allocation and a procedure for breaches with regards to the management agreement with the landlord.
* Undertake and/or oversee housing management tasks as specified.
* Coordinate the on-call hub for the organisation, participate in the On-call rota arrangements as specified in the On-Call management procedure.
* In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.
* Adhere to the organisation’s no smoking policy for staff at all its premises

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|  | **Person Specification** | Desirable/Essential |
| **1** | **Skills & Abilities** | |
| 1.1 | Standard of behaviour is in line with Goleudy values and ethos as set out in Code of Conduct and management competencies | E |
| 1.2 | Ability to manage staff and rota to ensure operational priorities are met without exception. | E |
| 1.3 | Genuine passion and interest for the work Goleudy does, our approaches and putting clients first. | E |
| 1.4 | Eagerness to roll up sleeves, lead from the front, deliver targets and take on new challenges at short notice. | E |
| 1.5 | Has the initiative to work with minimal supervision and the foresight to identify organisational risks and appropriate action. | E |
| 1.6 | Ability to be a proficient learner, critical thinker, and evidence-based decision-maker that protects the organisation from unnecessary risk. | E |
| 1.7 | Ability represent and promote a strategic vision to frontline staff and stakeholders. | E |
| 1.8 | Excellent communication skills with the ability to understand and write complex documents and explain complex issues succinctly. | E |
| 1.9 | Excellent planning, prioritising and organisational skills and personal responsibility to deliver agreed outcomes. | E |
| 1.10 | Ability to lead on and contribute towards the development of high quality, robust operational policies and procedures, using knowledge of good practice. | E |
| 1.11 | Competent budget holder across a portfolio, able to make decisions based on clear rationale and evidence. | E |
| 1.12 | Analytical approach to data systems (collection, processing and reporting) and data management including trend analysis | E |
| 1.13 | High level of literacy, numeracy, IT and administration skills. Competent in using IT management systems for client records, staff management, and health & safety. | E |
| 1.14 | Ability to communicate in Welsh is desirable. | D |
| **2** | **Knowledge** | |
| 2.1 | Operational expertise in busy service delivery in either private commercial, industry, public or third sectors. | E |
| 2.2 | Legislation relating to employment, health and safety and GDPR | E |
| 2.4 | Legislation relating to housing, homelessness, welfare, mental health, housing management, and safeguarding. | D |
| 2.5 | Best practice with regards homeless prevention, access to housing, PIE and harm reduction. | D |
| 3 | **Qualification** | |
| 3.1 | QCF level 3 in management or willingness to work towards qualification. | E |
| 4 | **Other** | |
| 4.1 | Ability to fulfil on-call rota obligations including evenings and weekends. | E |
| 4.2 | Car Owner in possession of full driving licence and Business level insurance. | E |
| 4.3 | Smart, professional, business-appropriate appearance at all times. | E |

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