



## Job Description

**Job title:** TEAM LEADER RESIDENTIAL 16+

**Location:** London

**Grade:** OP5

**Responsible for:** Shared supervision of Support Workers

**Reports to:** Manager

### MAIN RESPONSIBILITIES:

To assist the Manager in the running of a 16+ residential spot purchase service, supporting the delivery of high quality transition services for young people that promote their independence and increase their life skills; to actively promote the project to commissioners, including local authorities and social workers.

### KEY TASKS

#### 1. Service Delivery

- 1.1 To ensure that high quality support and transition services are provided to young people, in line with agreed service specifications, and that effective monitoring and evaluation systems are maintained.
- 1.2 To liaise on a regular basis with placing authorities, ensuring good communication is maintained in relation to the young people already placed and potential new referrals; to provide updates and regular written reports.
- 1.3 To promote the participation of residents in the running of the project, including encouraging feedback and views, facilitating residents meetings, responding positively and professionally to complaints, and passing information to the rest of the staff team and partner agencies where appropriate.

- 1.4 To assist in managing the assessment process, ensuring that young people's support needs are evaluated and incorporated into effective Support Plans; to oversee keyworker assignment.
- 1.5 To handle volatile situations and aggression from young people in a positive and professional manner, acting as a role model for more junior members of staff in how to effectively diffuse conflict.
- 1.6 To safeguard young people through sound management, risk assessment and effective liaison with external agencies and emergency services, and compliance with local authority safeguarding procedures.
- 1.7 To develop good professional links with Local Authorities, Social Services departments, Community Psychiatric services, the Benefits Agency and other government departments, referral agencies, charitable trusts, and voluntary sector organisations who might offer resources or individual client services, for young people.
- 1.8 To negotiate and advocate to obtain services and resources such as grants, mental-health/drug and alcohol services, counselling, employment and training opportunities, or specialist advice for young people, either individually or as a group.
- 1.9 To attend case conferences to facilitate effective multi-agency working on behalf of young people and actively promote St Christopher's at relevant forums and meetings.
- 1.10 To participate in service reviews and monitoring in line with regulatory and organisational guidelines, and ensure all administrative and recording systems are kept accurate and up to date.
- 1.11 To identify and inform the Manager about areas of potential service development, and assist in carrying out designated tasks in relation to new initiatives and marketing strategies.

## **2 Premises Management**

- 2.1 To pro-actively address any nuisance caused by young residents or their guests, implementing the warnings procedures according to agreed policies and procedures.
- 2.2 To ensure compliance with legislation and best practice in all aspects of health and safety and maintenance at the project/s, involving and informing residents as appropriate.

- 2.3 To ensure a swift turnaround of voids – including making ready rooms for new occupants
- 2.4 To actively promote positive relationships with neighbours and local communities

### **3. People Management**

- 3.1 To assist in the production of rotas and, where necessary, recruitment of locum cover ensuring that appropriate staff cover is maintained.
- 3.2 To assist in the regular supervision of staff and the assessment of training needs.
- 3.3 To communicate effectively with the staff team and assist in building a team ethos that promotes St Christopher's core values.
- 3.4 To ensure staff are familiar with and implement all relevant policies and procedures; to assist in maintaining appropriate staff records and other human resources information.

### **4. Professional Standards**

- 4.1 To ensure that all work undertaken is conducted to the highest professional standards and to lead by example in standards of conduct.
- 4.2 To uphold and promote St Christopher's equality of opportunity and diversity policy in all aspects of the work and to challenge any behaviour that does not conform to its principles.
- 4.3 To ensure that St. Christopher's financial procedures are adhered to and any discrepancies are reported immediately.
- 4.4 To promote and implement all of St Christopher's policies and procedures.
- 4.6 To attend supervision as arranged with your line manager and participate in St Christopher's performance appraisal scheme.
- 4.7 To keep abreast of good practice and attend relevant training and development activities in order to develop own skills.
- 4.8 To proactively develop and maintain effective liaison with a variety of referral and partner agencies, representing St Christopher's at external meetings and forums.

**The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the service, or as may be requested by your manager.**

## Person Specification

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Please use the 'Supporting Statement' section of the application form numbers to evidence how you meet these criteria and why you think you have the qualities we need for this job.

### ESSENTIAL CRITERIA

	CRITERIA	Application form	Interview	Other
	<b>EDUCATION</b>			
E1	GCSE English and Maths A-C grade, or equivalent	✓		
	<b>EXPERIENCE</b>			
E2	At least two year's relevant experience providing housing and/or support services to homeless or vulnerable individuals, including young people.	✓	✓	
E3	Experience of managing tenancy and/or licence agreements.	✓	✓	
	<b>KNOWLEDGE</b>			
E4	Knowledge of the regulatory framework relevant to the provision of housing services for children and young people.	✓	✓	Practical test
E5	Understanding of the issues facing young people leaving care and of their support needs.		✓	Practical test
E6	Familiarity with the welfare benefits system in relation to young people.	✓	✓	

	<b>SKILLS AND ABILITIES</b>		✓	
E7	Excellent written and oral communication skills; competent IT skills.	✓	✓	Practical test
E8	Ability to build professional relationships with individuals from a wide variety of backgrounds, and to liaise effectively with relevant agencies to maximise resources and options available to young people.		✓	Practical test
E9	Ability to lead, motivate, supervise and support staff and be a positive role model.		✓	Practical test
E10	Ability to prioritise own workload and to work flexibly to meet deadlines or service requirements.		✓	Practical test
E11	Ability to use own initiative as well as be an active team member.		✓	Practical test
E12	An understanding of and commitment to equality of opportunity, both in the delivery of services and in dealings with colleagues and external parties.		✓	Practical test
	<b>SPECIAL CONDITIONS</b>			
E13	Ability to commit to a shift pattern, which includes early morning, long day, late evening, lone working, Bank Holidays and weekends.	✓	✓	
E14	Commitment to undertake any necessary training and continuous learning to ensure a high level of service.	✓	✓	