



Job Description

Title of Post: Team Leader – Rough Sleeper Services

Responsible to: Project Manager.

The team leader for rough sleeper services is responsible for providing active and effective leadership, guidance and support to the rough sleeper project team and perform all the functions as detailed in the project worker job description below. It is expected that, in collaboration with the project manager and with the co-operation of the team members the team leader will share and promote the purpose, achievements and vision of the organisation.

Main Responsibilities:

1. Providing appropriate leadership for the rough sleeper team, in collaboration with the project manager.
2. Contributing to the continual improvement of service effectiveness, ensuring that clients receive a high quality outcome-focused service.
3. Co-ordinating with project, support and relief workers to ensure that casework in the team is appropriately supervised and accountable, including giving appropriate feedback to the project manager on the need for appropriate action to address problematic standards of performance or conduct.
4. Supporting the team and support workers, including key-work, leading on any crisis intervention work, case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
5. Ensuring that the required paperwork and monitoring is completed, including the updating of case files to agreed St Petrock's standards.
6. To provide timely and accurate information, reports and analysis to the project manager to assist in the reporting and management of St Petrock's services.
7. To promote best practice, including person centred planning and effective casework management.
8. Maintaining good working relationships with colleagues in other St Petrock's teams as appropriate.
9. Representing St Petrock's at external meetings as required.

Core Project Work:

1. To work as part of a team to ensure the safety and well being of St Petrock's clients, volunteers, and staff.
2. To work calmly in a sometimes pressurised environment with complex-needs clients who may present with challenging behaviours.
3. To utilise knowledge, skills and experience to recognise difficult or challenging client situations and use appropriate communication, negotiation, and intervention skills to influence and de-escalate potential conflict.
4. To observe operations and assess risk quickly and accurately, recording incident reports and communicating risk effectively to colleagues and external agencies.
5. To maintain enthusiasm for a high level of contact with clients on a day to day basis and to maintain a non-judgemental approach to working with people who are homeless or vulnerably housed.
6. To maintain professional boundaries with St Petrock's clients in line with St Petrock's policy.
7. To have an understanding of, and commitment to, Diversity and Equality, Confidentiality and all relevant national and local government legislation.

Additional Tasks and Roles:

8. To undertake appropriate key working activities to provide ongoing support for St Petrock's clients, assessing individual needs with clients and outreach workers and assist clients in obtaining access to housing, benefits, all forms of primary health care, substance misuse workers and other specialist agencies when required.
9. To work with clients in producing and supporting ongoing casework and ensuring regular client reviews are carried out, ongoing action plans are implemented and adequate case records are maintained.
10. To help vulnerable people with complex needs to identify personal goals and support them through a process of change.
11. To understand the needs and support requirements of vulnerable clients on low (or no) incomes, including those with mental health and/or substance dependency problems.
12. To liaise with, and co-ordinate the work of, a number of individuals and/or agencies to achieve effective outcomes.

13. To develop professionally and to identify training opportunities in order to improve the level of service St Petrock's offers to its clients.

PERSON SPECIFICATION:

Job holders are expected to demonstrate achievement in the following competencies and areas of knowledge and experience:

Competencies:

Service Focused	<ul style="list-style-type: none"> - Focuses on addressing organisational priorities and achieving trust and mutual respect between different parts of the organisation - Able to represent St Petrock's effectively to all internal and external stakeholders - Works effectively in partnership with others - Strong commitment to clients and belief that they can make real and lasting changes in their lives - Portrays the organisation in a positive light
Clarity of Purpose	<ul style="list-style-type: none"> - Delivers objectives and targets linked to the team's workplan and organisational priorities - Establishes clear priorities, a practical framework for achieving them and keeps issues in proportion - Focuses on quality, impact and outcomes/results - Exercises a good level of judgement and is confident in decision making - Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility
Embracing Change and Innovation	<ul style="list-style-type: none"> - Contributes to continuous organisational improvement - Understands the need for change, and both responds positively and actively contributes to that change - Is responsive, flexible and positive - Is creative and innovative and able to bring improvements in systems and practices
Team Working	<ul style="list-style-type: none"> - Maximises the contribution of self and others to the organisation - Provides constructive and positive feedback to colleagues - Is supportive of others and shares knowledge, ideas and resources - Listens to others and shows sensitivity to their needs, positions and points of view

	<ul style="list-style-type: none"> - Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions - Motivates and inspires others
Effective Communication	<ul style="list-style-type: none"> - Respectful and courteous - Uses appropriate methods of communication - Clear with own boundaries as well as those of others including service users - Able to communicate effectively with different individuals and partners including clients, colleagues, partners and members of the local community - Able to collect, collate and present relevant information based on research, knowledge, experiences of self and others in a form that is appropriate to the target audience
Efficiency and Effectiveness	<ul style="list-style-type: none"> - Plans work efficiently to maximise effectiveness - Takes action to promote a positive and good working environment - Plans, prepares and reviews own work and identifies potential future problems - Consistently performs to a high standard and takes action to solve problems in timely manner - Conscientious and professional
Managing and Developing Self	<ul style="list-style-type: none"> - Self critical and reflective - Emotionally resilient and develops ways to manage stress and pressure of the job - Identifies learning and development needs to enhance performance and contribute to the achievement of the organisation's objectives - Assesses and continually develops own competence, seeking and accepting feedback from others

Knowledge and Experience:

Knowledge, Skills and Experiences	
	<p>a) Strong record and good understanding of the issues involved in delivering effective support services to a range of vulnerable people.</p> <p>b) An understanding of a range of methods of key working and case working with clients and the implementation of different approaches, such as personalisation and trauma informed care.</p>

- c) An understanding of the complex issues contributing to homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people which is based either on your own personal experience of being homeless or professional work or voluntary experience.
- d) Knowledge, understanding or experience of supporting and supervising casework practice of support workers, trainees, students or volunteers.
- e) Ability to work independently using own initiative whilst remaining accountable to line management.
- f) An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness.
- g) Excellent written and verbal communication skills with the potential to present information to a wide audience.
- h) The ability to establish good working relationships with clients, colleagues, other stakeholders externally and to work well within a team.
- i) Honesty, reliability and flexibility.

To be demonstrated at interview

- a) Evidence of a capacity to provide appropriate leadership.
- b) The ability to manage a complex and varied caseload that works effectively with clients' challenging and difficult behaviour, and successfully engages with clients with a range of support needs, using an outcome-based approach.
- c) A mature, thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.
- d) An understanding of what is required to build effective and lasting relationships with funders, housing providers and other professionals and organisations.
- e) The ability to lead on developing casework practice and specialisms required within a team.
- f) An understanding of, and adherence to legislation, procedures, policies and good practice guidelines relevant to the role.

Limitations applicable to this post:

This is a permanent contract subject to funding

Remuneration:

The salary range for this post is £27,106 to 28,365 p.a.

Salaries are paid monthly in arrears, by the last day of each month and are paid by bank transfer.

Hours of work:

The normal hours for this post are 35 per week as noted below.

Mon – Fri – 8.30 a.m. to 4.00 p.m.

A 1/2 hour lunch break will be taken daily between 1.15 p.m. and 2 p.m. (Wednesday's 12.15 p.m. to 1.00 p.m.).

Work may involve occasional early mornings, evenings, weekends and bank holidays.

Time off in lieu (TOIL) is allowed for work done beyond the normal weekly hours. Any TOIL accrued will normally be taken off within one calendar month.

Pension:

All staff are entitled to join the St Petrock's (Exeter) Ltd Pension Scheme and receive contributions ranging from the equivalent of 2% to 5% of his/her basic salary from the employer to this scheme, provided this is matched by the appropriate staff contribution to this scheme equivalent. Full details of the scheme are available from the appointed pension advisor.

Annual Leave:

25 days per year with an additional day for every year in employment to a maximum of 30 days.

If you would like to visit the project and discuss the post further, please contact the Project Manager , Mel Hartley on 01392 422396 or email mel@stpetrocks.org.uk.