

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Our Way Leeds

POST:	Team Leader
SALARY:	FN 19-24
ACCOUNTABLE TO:	Locality Manager
RESPONSIBLE FOR:	Housing Support Workers

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities, and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Foundation as part of the Inspire North Group is a provider of housing-related support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.

We are proudly and actively anti-racist and as such, you are expected to drive our anti-racism agenda forward.

OUTLINE OF POST:

This role is part of Young People's Housing Related Support Service, Our Way Leeds (OWL), delivered by a consortia of service providers. The consortia have GIPSIL as the lead provider alongside Foundation and Turning Lives Around. OWL provides a wide range of interventions to prevent homelessness, four types of supported housing and pre and post-tenancy support schemes for young people & young people leaving care including unaccompanied asylum seeker children. Young people can be single, young families or couples.

You will support our operational teams with all aspects of the day-to-day management of the service and line management of team colleagues. You will play a vital part in ensuring that teams are working effectively with clients and that quality and performance targets are kept on track.

You will lead the supported accommodation projects for young people to ensure excellent service delivery is provided.

MAIN TASKS:

1. Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
2. Lead the supported accommodation projects for young people. Working flexibly to include evenings and weekends and participation in out-of-hours management advice duties.
3. Ensure support is provided in a 24/7 living environment using a core and cluster and dispersed models, which places young people at the centre of that support using a strengths-based approach and restorative practice.
4. Allocate resources to ensure support is effectively delivered to young people, young couples, and young families, identifying and addressing housing needs whilst managing risk and prioritising the safeguarding of young people.
5. Take direction from with the Locality Manager and Pathway Managers working collaboratively with team leaders to ensure young people are placed effectively and safely putting young people at the heart of the support they receive.
6. Ensure a collaborative and multi-agency approach with positive risk taking is taken in allocating housing resources with OWL partners and stakeholders.
7. Provide management and support to the frontline team; provide regular, reflective supervision to enable the development of their skills repertoire and knowledge base.
8. Monitor and ensure staff accurately record their activity with clients on the designated casework database the Leeds Gateway.
9. Follow OWL's performance & absence management processes ensuring probationary periods, appraisals, return to work interviews etc. take place within the required timescales and that they are carried out in a supportive and inclusive manner.
10. Work with young people to identify and build on areas of strength which need to be developed, using assessment, planning and review tools which are trauma informed.
11. Work with professionals, families and carers to encourage and motivate young people and to work assertively with young people positive risk taking, around issues such as risky and self-defeating behaviour, poor motivation and low aspirations.
12. Maximise income through effective arrears and void management ensuring young people have an income; work with relevant personnel from our partners and other agencies with regard to housing management issues.

13. Facilitate moves into and from the scheme in a timely and efficient manner with a focus on the safety of the young person and the young people living in supported accommodation.
14. To actively seek opportunities to develop and maintain sound working relationships within our partnerships and other agencies, representing OWL as appropriate in a professional and knowledgeable manner.
15. Ensure that work is evidenced by setting up and maintaining administration systems including Leeds Gateway and completing quality audits between OWL partner agencies.
16. Promote independent living skills which aim to prevent homelessness and encourage resilience and engagement in meaningful activity.
17. Participate in regular supervision, team meetings and other meetings as required.
18. Represent Inspire North in a knowledgeable and professional manner at all times.
19. Maintain appropriate professional boundaries at all times.
20. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
21. Partake in Inspire North's Personal Development Review system.
22. Work with Information Governance Lead Caldecott Guardian etc to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
23. To support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.
24. To take part in the On-Call Out-of-Hours system in rotation with other Community Links Managers.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group's business and interests.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

Person Specification

Team Leader Our Way Leeds

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Foundation does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Demonstrate an understanding of and commitment to our anti-racism agenda.	✓		A, I
Knowledge & Skills	Essential	Desirable	
Good technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E
Good interpersonal skills including listening and display empathy	✓		A, I

Relevant qualification social work/youth work/housing or willingness to work towards	✓		
Knowledge of the issues affecting young people leaving care, young people at risk of homelessness including young parents	✓		
Knowledge of relevant legislation and best practice, including Health & Safety, Early Help, Equality & Diversity, Safeguarding, as well as restorative practice, asset based and trauma informed approaches	✓		
Ability to engage with clients and colleagues to develop supportive, professional relationships, challenging poor practice or performance as necessary	✓		
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Relevant professional or managerial qualification or willing to work towards		✓	A
A second Language e.g. Urdu, Polish, BSL		✓	A
Experience	Essential	Desirable	
Experience of working with young people, who may have faced various issues	✓		A, I
Experience of providing a housing management service to young people in a supported housing setting or similar	✓		A, I
Experience of supervision processes and ability to lead, motivate and manage staff	✓		A, I
Experience of developing sound working relationships with partner agencies such as Housing Option's, Children's Social Care etc	✓		A, I
Experience of evaluating service delivery and outcomes and develop strategies to improve services accordingly	✓		A, I
Experience of working within a 24/7 setting for young people		✓	A
Experience of housing / homelessness/ offending or mental health either as a service user, carer, worker or volunteer.		✓	A

