

Tenancy Support Team Leader

Advice, support and housing
for a better tomorrow

Job Description

Post title	Tenancy Team Leader
Hours of work	37.5 per week
Salary	£26,500 - £30,000 (Dependant on Experience)
Holiday entitlement	25 days annual leave plus statutory bank holidays
Based at	Various Sites across North Northamptonshire
Accountable to	Operations Director
Direct reports	Tenancy Support Workers

Purpose of the Job

Working closely with the Operations Director to develop opportunities for Accommodation Concern to develop and become a leading & sustainable homelessness and anti-poverty charity across North Northamptonshire.

To be responsible for the day-to-day delivery of the Supported Accommodation.

To be responsible for the growth of provision and day-to-day delivery of all properties managed by Accommodation Concern.

To provide inspirational leadership that fosters a high-performing team culture and drives continuous improvement within the tenancy support services. To manage the Tenancy Support team, ensuring timely supervision and appraisals.

To be responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion in line with Housing First Principles.

To be responsible for coordinating and providing a person centred, strength-based support service to create long term sustainable tenancies by increasing independence and maximising connectivity with the local community.

Main Responsibilities

Service:

1. Operational management of service ensuring adherence to policies and procedures.
2. Oversee requests and offers of accommodation carrying the final decision on placement. Interview clients for supported accommodation and make a decision based on their suitability.

3. To ensure the successful delivery of the service taking responsibility for achievement of targets to agreed timeframes and budget.
4. Support the CEO/Operations Director in the preparation and submission of funding bids/business plans and required reporting including feasibility reports on newly identified properties.
5. To be responsible for the marketing strategy of the support service, alongside the CEO and Business Director, including the website and ensure all brand guidelines are adhered to.
6. Collate required performance information for the team relating to the resident's progress to support evaluation of the approach.
7. Responsible for risk profile of area of responsibility and be able to demonstrate effective risk management.
8. Develop, build and maintain excellent working relationships with key stakeholders, funders, relevant voluntary sectors and statutory agencies, nurturing partnerships, creating opportunities and representing the charity and external meetings as appropriate.
9. To encourage peer support in the service and provide effective support to those with lived experience.
10. To ensure the safety of staff by appropriately managing lone working and ensuring all necessary safeguards are in place.
11. To ensure all of AC's supported accommodation residents are risk assessed and meeting person centred targets for the residents.
12. To undertake a range of consultation and evaluation processes with clients as required.
13. Create and lead a wellbeing programme for residents, for example, wellbeing walks, crafting sessions, etc.
14. Lead a resident forum to obtain key feedback from those within our Supported Accommodation provision.
15. Lead the identification of new opportunities for service delivery expansion, ensuring sustainability and alignment with organizational goals.

Staff:

16. Oversee performance of Tenancy team promoting a positive culture and partnership working.
17. Oversee the scheduling of workloads to ensure that service delivery is maintained in a consistent way.
18. Foster a culture of empowerment by identifying and nurturing future leaders within the team and encouraging innovation and professional growth.
19. Provide a forum for escalation and support across cases with a high level of guidance, support and case management for the Tenancy Support Workers to deliver a forward-thinking professional service across all properties.
20. Staff development, team building and personal programmes that invest in people.
21. To proactively manage a team through:
 - timely and effective performance management
 - coaching
 - communication and feedback
 - role-modelling attitudes, behaviours and expectations
 - capturing the learning from mistakes and set backs.
22. Showing effective and positive leadership through change, in order to support and develop your team to realise individual and team potential and ensure effective service delivery.
23. Setting key goals and targets and reporting into senior management.

Own case load:

24. Carrying own caseload where appropriate, leading on residents in crisis, safeguarding concerns and ARM's.
25. Delivering wrap- around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies or at supported accommodation.
26. Maintaining accurate up to date records on the chosen case management system of progress against individual support plans; safety plans and outcomes information.

27. Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
28. Regularly review the person-centred support plan to update, record and monitor progress of caseload.
29. Build and maintain networks with staff from other agencies to maximise the outcome for the client.
30. Perform robust assessments of referrals for the service to ensure the service is provided to those that meet the eligibility criteria.
31. To complete risk assessments and maintain own safety by following lone working procedures.
32. To work flexibly to ensure that service delivery is achieved and adapt to engage clients within the working week.
33. Supporting clients to maintain their Occupancy Agreement by giving advice and support on budgeting, bill payments, dealing with neighbour disputes and the safety and security of the accommodation.
34. To support Clients to find new/permanent accommodation when they are ready to move on through Keyways/private lets etc.
35. To offer advice and practical assistance (by example) with domestic tasks when appropriate e.g. how to safely use an iron.
36. Timely reporting of accidents / incidents via the appropriate methods.

Other:

37. To work and liaise with other colleagues to share information and to support best practice.
38. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
39. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
40. Maintain up to date knowledge around this issues that may affect this cohort

41. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
42. To undertake all relevant administrative tasks as necessary.
43. To adhere to the charity's policy and procedures; adhering to good practice Safeguarding procedures with a positive risk taking approach to ensure the wellbeing of vulnerable people.
44. To attend meetings and training as necessary.
45. Undertake any other reasonable tasks as requested by your Manager.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Person Specification

Education & Qualifications

Essential

- GCSE level or equivalent in English & Maths
- Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)

Desirable

- Management qualification

Experience

Essential

- Experience of supporting people with complex needs (Drug, Alcohol & Mental health)
- Experience of working in a multidisciplinary team approach to ensure the best outcome for the client.
- Experience of managing clients in crisis and through the safeguarding process
- Proven ability to lead teams through change, maintain motivation, and deliver results under pressure
- Demonstrated capability in strategic decision-making and conflict resolution
- Experience of displaying patience and the ability to remain calm in stressful situations
- Experience of having to be thorough and pay attention to detail

Knowledge and Understanding

Essential

- An understanding and knowledge of the Housing First model and belief in the values and principles
- To have an understanding of the complex interdependencies of mental health and substance abuse and offending behaviour
- High level of relationship skills:
 - Empathy; caring;
 - acceptance; mutual affirmation;
 - an encouragement of responsible risk taking;
 - supportive and constructive challenge
 - positive expectation for the future
- Experience of administration and recording procedures with the ability to audit case notes and gather required data to support full evaluation
- Ability and commitment to working with vulnerable customer groups and people with complex needs – at a pace and way in which they choose to work
- Knowledge and abilities in using Microsoft Office packages
- Promote the rights, responsibilities and informed choice of the people receiving the service through reflective practice with the staff team
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.

Aptitudes and Skills

Essential

- Ability to drive and have access to a car
- Adaptability to changing and emerging needs, demonstrating flexibility and resilience in challenging situations
- Ability to prioritise tasks, identify and work to deadlines and manage time effectively
- To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
- Ability to work independently and within a team whilst working professionally, innovatively and diligently
- Have attention to detail with high standards to work
- Commitment to engaging in leadership training and/or professional development to stay informed on best practices in team management and housing support.

Personal Attributes

Essential

- Professional and value led with integrity, inclusivity and respect for diversity
- An ability to work in uncertainty and maintain a positive approach.
- Ability to work flexibly and when needed outside normal working hours
- Ability to quickly build rapport; being persistent, determined and resilient
- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services
- Ability to work across the area to meet service delivery demands when required
- Professional curiosity with the ability and willingness to learn and apply learning in support delivery
- Ability to challenge the status quo and influence others to change culture
- To have a sense of humour, be personable and accept that things won't go as you think