**York Road Project**

**Job Description:** Day Services Team Leader

**Reports to**: Chief Operating Officer

York Road Project supports people experiencing homelessness in Woking and the surrounding boroughs. We are looking for someone with management experience who can work in a busy, chaotic but rewarding environment who has compassion and empathy for the work we do. The role is perfect for someone who has pre-existing management skills along with plenty of creativity and the ability to think on their feet. It is essential you share a passion for supporting people with a multitude of complex needs and that you have experience of working with people to achieve their goals and aspirations.

To cover on call one week in four is an essential part of this role – additional payment of

£58.37per week.

37.5 hours per week

Rates of pay: £28,000 per annum + on call allowance

**Key tasks:**

* Ensure the smooth running of all services in line with contract requirements
* Successfully lead and motivate your team to ensure the championing of and maintenance of a positive local culture within your service.
* Work to continuously improve staff competence, ensure ownership of all your employee issues and speedy and effective conflict resolution
* Direct line management of day staff including Outreach Team (Assertive Outreach, Generic Outreach and Criminal Justice workers), Prop Day Centre Team, volunteers and Kitchen Supervisor.
* Support staff to comprehensively assess clients’ needs.
* Work collaboratively with other managers, actively contribute to the Management Team by attending required meetings in the local area.
* Work with the Chief Operating Officer to set targets and monitor performance of the team
* Help develop housing opportunities through good working relationships with housing providers and local authorities.
* Develop effective multi-agency operational links with statutory services and other appropriate agencies.
* Support staff to provide appropriate, holistic support to our clients including delivering workshops.
* Using our database, ensure correct records are maintained and submit contract reports to line manager on time and accurately.
* Build awareness of YRP by giving presentations to a variety of audiences.
* To attend a full team meeting bi-monthly and weekly day staff meetings
* To attend regular meetings with the Chief Operating Officer
* To undertake any tasks as identified by the Chief Operating Officer or Chief Executive, as and when required, to meet the needs of the Organisation.
* Adhere to all the policies and procedures of York Road Project

**Supporting staff and team dynamics**

* Ensure staff are appropriately trained and supported to work to their full potential.
* Provide regular staff supervision.
* Develop a strong team spirit that provides cohesive and consistent services.
* Foster personal growth and development of specialist skill/expertise.
* Provide consistent staff cover through fair rotas

**Record Keeping:**

* Record all contact with clients electronically in a timely manner ensuring accuracy at all times.
* Recording and securing all paper documentation according to the Data Protection and Confidentiality policy.
* Ensuring that all monies received are recorded and stored securely as per policy.
* Ensuring that all records are completed accurately and on time to meet the needs of the Organisation’s Commissioners.

**Training:**

* The post will be required to undertake internal and external training which may be away from the normal place of work and outside of normal working hours.

**Person Specification**

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| **Experience** | |
| ***Essential*** | ***Desirable*** |
| Minimum of 2 years’ experience of supporting clients with marginalised needs  Experience of managing staff  Experience of delivering a customer focused service | Experience of developing and delivering policy and procedures  Experience of using a database and creating reports.  Experience in managing volunteers. |

Experience of managing a budget

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| **Knowledge & Skills** | | | |
| ***Essential*** | ***Desirable*** | | |
| IT literate and proficient in use of MS Office  Ability to communicate at all levels  Good numeracy skills  Ability to compile reports  Ability to work to deadlines and effectively manage own workload  Basic research skills | Experience of giving presentations to a varied audience.  Experience of working in a fast-paced and challenging environment.  Working understanding of housing law and current housing issues | | |
| **Personal Attributes** | | | | |
| ***Essential*** | |  | | |
| Ability to work using own initiative, to meet deadlines and work under pressure  A flexible approach to work  Good interpersonal and communication skills, and a team player  Able to attend out of hours meetings  Commitment to equal opportunities  Self-motivated  Flexibility  Passionate about supporting people away from the cycle of homelessness. | | |  | |

***Closing date 5pm Friday 29th May 2020***