**York Road Project**

**Job Description:** Day Services Team Leader

**Reports to**: Chief Executive

York Road Project supports people experiencing homelessness in Woking and the surrounding boroughs. The outreach team supports people whilst they are rough sleeping or sofa surfing, through their transition into our night shelter and eventually into our move on properties or external move on options. The Team Leader 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 that you have a non-judgmental and enabling approach to supporting single homeless and vulnerable adults and have experience and knowledge of health, housing and work issues facing people who are in recovery.

The role will involve supervising a team of 5 Outreach Workers, supporting the team to work cohesively to get the best outcomes for our client group. Each Outreach Worker in the team has a different support specialism; mental health and wellbeing, substance misuse, repeat offending, and rough sleepers in Waverley, so the Team Leader must be able to offer broad guidance and support across all support needs.

You will also manage the Day Centre co-ordinator, overseeing the day to day running of this services, the role of the co-ordinator is to provide workshops that support our clients with budgeting, life skills, training and employment. This role will also include supporting client involvement in the types of workshops we provide and the operationally looking at what a day service can provide for those that need our help.

The Team Leader acts as a supportive presence for the day services teams to ensure that every team member feels confident, autonomous in their roles, and motivated to provide comprehensive and holistic support for their caseload. The Team Leader must maintain positive team dynamics and create a working environment that will support everyone’s wellbeing.

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: £26,000 - £28,00 per annum + on call allowance.

**Line Management:**

* Direct line management of the Outreach Team
* Direct line management of the day centre service and its co-ordinator
* Organise Social Work Student Placements and line manage the students during their placement
* Proactively seek out training opportunities to continue to skill the staff teams
* Continually support the Outreach Team to develop their knowledge and skills to reach their full potential through regular supervisions and one to one meetings.
* Address employee issues head on and work towards speedy and effective conflict resolution.
* Undertake disciplinary action when necessary
* Fully induct all new members of staff and support them to feel well-equipped to begin their role.
* Construct weekly rotas that are fair and cover the needs of the organisation.

**General Management:**

* Conduct all stages of recruitment including interviewing prospective candidates.
* Attend fortnightly Managers Meetings to discuss the needs of the organisation and contribute ideas for improved working.
* Attend all required meetings in the local area such as with the local authority.
* Ensure that all rough sleeper reports are responded to by the Outreach Team within 24 hours of the report, spreading this responsibility out evenly among the team and making sure that the task is undertaken safely.
* Ensure that all monies received are recorded and stored securely.
* Using salesforce, ensure correct records and case studies are maintained across each of the outreach specialisms, to be compiled into quarterly reports for the organisation’s commissioners

**Relationship Building**

* Maintain strong relationships with the external managers and commissioners who manage the funding associated with the Outreach Team contracts by attending meetings and feeding back impact reports for each post.
* Help develop housing opportunities through good working relationships with housing providers and local authorities.
* Build awareness of YRP by giving presentations to a variety of audiences.

**General tasks:**

* Ensure the smooth running of the outreach services.
* Chair weekly team meetings
* Create and implement procedures and systems that respond to the changing needs of both the people experiencing homelessness and the staff.
* Adhere to all the policies and procedures of York Road Project.

**Training:**

* 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  Commitment to equal opportunities  Self-motivated  Flexibility  Passionate about supporting people away from the cycle of homelessness. | | |  | |

***Closing date 5pm Friday the 26th of February***