

Job Description and Person Specification

Job Title	Supported Housing Team Leader
Salary	£33,000 per annum
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
Benefits <ul style="list-style-type: none"> • Flexible home-working, allowing you to work from home for part of your working week, subject to management approval. • Life Assurance Cover. • Mileage allowance of 45p per mile for using your own car for work journeys. • Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories. • Deals and discounts available from DHI's membership of Blue Lightcard Card scheme. • Access to a confidential 24-hour helpline to support you through life's challenges. • Training to help you to do your job well, and a friendly and supportive workplace with a track record for promoting high performing staff. 	
Hours of Work	37.5 hours per week with usual working hours of 9am to 5pm with additional hours, including, as required, an on call rota.
Place of Work	Bath Burlington House and any other location reasonably required by DHI. Flexible working means you can choose to work at home for part of your working week (to be agreed with your line manager to meet service need).
Travel for Work	Required to travel across Bath and must be willing and legally able to drive and have use of a vehicle that is insured for business use.
Accountabilities	Accountable to: Senior Manager Housing & Support Accountable for: Supported Housing Workers
Purpose of Role	<ul style="list-style-type: none"> • Promote social inclusion and independence. • Lead lead DHI's Supported Housing team to achieve the best possible outcomes for our residents, promote their independence, and meet or exceed agreed targets.
Responsibilities Person Centred Service Delivery <ul style="list-style-type: none"> • Use resources effectively and coordinate the day-to-day work of the team, delegating tasks and monitoring outcomes. 	

- Audit client records for compliance, safeguarding and quality assurance.
- Embed DHI's policies and procedures in the staff team's work.
- Provide coaching, seek feedback and work with the team to deliver resolutions.
- Support the Manager to encourage self-direction and stimulation and manage risk taking.
- Support the Manager to meet the data information and reporting requirements of the team.
- Work with other services, agencies, and stakeholders to enhance outcomes and help to integrate people-focused support in communities.
- Complete assessments and risk assessments for clients referred to the service.
- Manage a small caseload supporting individuals to develop independent living skills and overcome any challenges & barriers.

People and Performance

- Recruit, supervise, appraise, and develop the team.
- Create a high performing and dynamic team with clear team goals.
- Facilitate regular team meetings.
- Create a positive, collaborative, stimulating culture and role model DHI values in your behaviours.
- Develop the skills, knowledge, and experience of your team members.
- Monitor team performance through reviews, address issues and prevent re-occurrence using DHI's performance management framework.

Compliance

- Ensure the team understands and adheres to all DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements including safeguarding people, health and safety and information governance.
- Make best use of the team's resources, operate within the budget

Other

- This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
- The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.

Essential Criteria:

It is also **essential** that you can demonstrate:

Behaviours

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

Experience

- Engaging and delegating well to achieve defined results and purpose.

- Assessing risk and making an informed judgement.
- Working in a service sector e.g. health, social care, welfare benefits, teaching, armed forces, criminal justice etc.

Skills and Qualifications

- Good communication skills, written, verbal and motivational.
- Ability to plan, prioritise, and organise the work and time of others.
- Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).

Other

- Driving Licence with access to vehicle and willingness to use it for work travel.

Desirable Criteria:

It is **desirable** that you can demonstrate:

Experience

- Experience in managing and/or supervising staff.
- Experience of housing management and/or Health & Safety
- Undertaking assessments and producing support plans within a health or social care setting.
- Working with people with a wide range of support needs including problematic drug or alcohol use, offending background or homelessness.

Skills and Qualifications

- Brief solution focussed counselling, motivational interviewing, or coaching skills or qualification.

Knowledge

- Housing and benefits legislation (Housing).
- Harm Reduction and Recovery (Drug or Alcohol Treatment).

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.

