



The Forward Trust Job Description

Position Title	Team Leader – Housing Support Team	Reports to	Service Manager
Location: East Kent			

Introducing Forward Trust

Established since 1991, we are a social justice charity that supports people to recover from addiction or leave behind crime, helping them move on in life with family, friends, jobs, homes, and a sense of belonging.

We deliver Substance Misuse and Mental Health, Criminal Justice, and Employment services in over 80 prison and community settings across England and Wales, augmented by our unique range of Recovery & Belonging services.

We also campaign to change public attitudes and policy, so that more people feel able to ask for help in a society that believes in the power of second chances and long-term recovery.

Role/Team Overview

You will be responsible for line managing a team of at Housing Support Workers and supporting the Service Manager to lead the East Kent Housing Support team. The overarching aim of the project is to *'increase the proportion of people into structured treatment and maintain stable and secure housing'*.

Expected outcomes are to;

- Improve the rate of successful recovery from drug and alcohol use for people in structured treatment.
- Reduce the rate of unplanned discharge from treatment for people with a housing related need.
- Support people placed in temporary accommodation with substance misuse support needs, signposting into local substance misuse services
- Reduce the rate of people losing temporary accommodation due to substance misuse or associated conduct
- Improve access to, and sustainment of, suitable accommodation for people engaging in structured drug treatment.
- Reduce the scale of unmet housing need for people in structured drug and alcohol treatment.
- Build the evidence base on the housing related need for people dependent on drugs and alcohol and the most effective interventions.

On a daily basis you will be allocating caseloads, managing a small number of complex cases, supporting and developing your team, and ensuring deadlines and quality standards are met. You will be responsible for delivering on performance targets set by Forward and the Grant Funding Commissioners. You will support the Service Manager to ensure data accuracy and data submission deadlines are met.

At times you will be the most senior representative on site and will be required to deputise for the Service Manager to ensure the smooth running of the service. You will be in a position of trust and building an excellent relationship with your manager will be a priority, as well as collaborative working relationships with other Forward departments, partner agencies, particularly Local Authority Housing Teams.

You will be responsible for contributing to the targets set by Forward and the local commissioners. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies and other Forward departments is vital to this role.

Flexibility will be required in this role, this will involve travel to other projects in the East Kent region to deliver services, enabling continuity of care for the client group.

Accountabilities

Strategy

- Take an active role in the implementation and achievement of team objectives.
- Build strong relationships with, and makes full use of the support offered by, Line Management, other Housing Managers and Head Office functions.
- Develop supportive relationships with supervisees and other colleagues across East Kent Community Substance Misuse, Recovery and Housing services.
- Communicate all new developments to all members of your team, particularly in relation to housing legislation and local area housing policies and procedures.
- Support the Service Manager in developing relations with Districts/Boroughs and Housing Providers.
- Set team and individual objectives to implement and achieve strategic objectives in line with the organisations mission and values and objectives set by commissioners.
- Co-ordinate the team of Housing Support Workers to both prevent and maintain temporary accommodation and longer term tenancies, in collaboration with Districts/ Boroughs, co locating where possible.
- Co-ordination of referrals into the team and caseload allocation.
- Monitoring of caseload allocation according to thresholds defined by Service Manager to ensure service is operating at capacity and is not overwhelmed by demand.
- Monitor and support caseworkers with prioritisation of individuals that are entering a crisis in line with KPI's.
- Work in partnership with District/ Borough Council Housing Teams, Citizens Advice, DWP and Landlords on the operational aspects of the programme.
- Attend multi-agency meetings as required.
- Facilitate liaison with KCC commissioned LERO.
- Support the development, supervision and growth of a network of Housing Peer supporters
- Collate service users' feedback, identifying best practice and areas for improvement and sharing this with the team.

Service Delivery

- Working in partnerships with Districts/ Boroughs and Housing Providers to ensure support needs are met.
- Develop and contribute to assessment of need and care planning of service users, supporting and coordinating their engagement with specialist agencies to address underlying barriers to sustaining accommodation and independent living.
- Support clients with their care plan including referral to support services in the community, advice and guidance on housing, benefits and training and employment.
- Use your extensive knowledge and experience to aid direct reports with their ability to develop and carry out interventions relevant to individual client need.
- Coach direct reports to contribute to the through care needs of service users, supporting them to plan for their changing lifestyle and engage with outside organisations which are appropriate to their needs.
- Ensure that case management interventions by the team are delivered in accordance with the needs of the service users, audit and are CQC compliant.
- Ensure the team operate in line with relevant housing legislation and policies.
- Ensure that Tenancy Support workers have a Trauma Informed Approach and are operating in line with new NICE guidelines on *Integrated health and social care for people experiencing homelessness*.

Performance Management

- Meet required KPI's to corresponding deadlines, as set out by the Service Manager.
- Review ongoing care and treatment liaising closely with healthcare and other agencies.
- Provide regular supportive supervision sessions to practitioners within the service taking into account any continued professional development needs they may have.
- Support and monitor the team to manage their caseload effectively, making sure that clients are prioritised appropriately and seen in a timely manner.
- Ensure poor performance and team dynamics are managed appropriately creating positive working environments which encourage employee engagement to optimise the performance of services.

Departmental Management

- Ensure the thorough induction and supervision of all staff you are responsible for and ensure QLMs, supervisions and probationary milestones are met.
- Proactively approach integrated ways of working support and adopt a multi-disciplinary approach.
- Contribute to the overall smooth running of the service by being proactive and solution focused.
- Manage resources effectively in order to meet targets and deadlines in accordance with contractual standards.
- Encourage a positive working environment by positive role modelling and sharing good practice within the team.
- Compile the service diary and manage the resources across the team with the service manager to ensure there is adequate cover of hubs and satellites
- Deputise for the Service Manager in their absence and ensure effective management of the service for which you are responsible.

Quality and Safety

- Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
- Alert management to any significant risks or problems arising in the course of managing and monitoring the services.
- Abide by all Forward's policies and procedures and encourage others to do the same.
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Ensure health and safety compliance wherever possible in relation to accommodation placements, escalating to the relevant authorities if any hazards are identified.
- Ensure as much as is practical, that accommodation placements are made, properties meet the decent home standard.
- Attend Regular Safeguarding Training and ensure e learning is up to date for you and the team..
- Reports any concerns related to Safeguarding of Adults and Children as per Forward policies.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- Keep up to date technically on all relevant matters and strive for continuous professional development.

Systems and Policy

- Use IT efficiently to support your role.
- Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
- Make full use of the information systems available to you such as Illy, Intranet, Nebula, MS platforms, Sharepoint, email.
- Work towards Forward's mission and values within current policies and good practice.

Administration

- Ensure practitioners and all direct reports are using the Case management system in the appropriate manner-ensuring records are up to date and that documentation is maintained to the expected audit standards.
- Ensure direct reports have all client data up to date so that data is accurate for reporting purposes on NDTMS and KPI data.
- Ensure the team complete and maintain care plans and assessments to the required standards.
- Provide reports on outcomes to the service as required.

Qualifications

- Qualification in management or relevant experience
- Accreditation or experience working in homelessness, Substance Misuse, Health or Social Care or relevant related subject.
- Housing qualification or willing to work towards.

Knowledge, Skills and Experience

- Knowledge of community support and Housing Services
- Knowledge of key housing and homelessness legislation.
- Awareness of factors that contribute towards homelessness
- Awareness of the criminal justice sector
- Personal experience / awareness of homelessness/addiction/ criminal justice
(Applicants in recovery should have at least 3 years clean time. Those with lived experience of the criminal justice system, should have been at least 5 years ago).

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by Line Management.

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Knowledge of current challenges faced by the housing sector, and key relevant legislation	E	A/I
Experience of working in housing or homelessness, or a similar a relevant sector	D	A/I
Demonstrable experience in the management of teams, performance and development.	E	A
Experience of carrying out comprehensive assessments, risk management plans and the design and implementation of SMART care plans.	D	A/I
Genuine interest in motivating and developing people with experience in key relationship management both internally and externally.	E	A/I
Knowledge and experience of implementing formal procedures and policies.	E	A/I
Experience of contract management, recruitment experience, and/or data management	D	A
Using motivational interviewing techniques in both 1:1 and group settings.	E	A/I
Strong IT skills.	E	A
Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.	D	A/I
Experience of promoting and supporting Equality and Diversity	E	A

Knowledge of the issues facing substance misusers and homelessness.	E	A/I
Knowledge of issues faced by vulnerable clients at risk of rough sleeping	E	A/I
Knowledge of Safeguarding	E	A/I
Full drivers licence with access to a car for travel around the region	E	A
Personal Attributes		
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	A/I
Innovative – Continually searching for better ways of working	E	A/I
Proactivity – Quick thinking with a high level use of initiative	E	A/I
Qualification		
A qualification in Management at Level 5 or demonstrable experience in a comparable role	D	A
A qualification in Housing, or a related sector, or working towards	D	A