

JOB PROFILE - Team Leader (Belfast Foyer)

We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community

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| REPORTS TO: | Head of Services |
| SALARY: | Scale Points 24-32, £21,706 - £28,150 per annum A range of additional benefits are also available. |
| DEPARTMENT: | Homelessness Services (Young People) |
| LOCATION: | Belfast Foyer, 3-5 Malone Road, Belfast You may also be required to work other sites (temporarily or permanently) within reason when needs arise. |
| HOURS OF WORK: | Rotation shift pattern (average 35 hours per week) including the requirement to work evenings, weekends and waking nights. Based on allocation to a 24 x 7 rotational shift pattern* (average 35 hours per week) as allocated. *Currently, the shift pattern is based on 12.5 hour shifts. However, this may be subject to change based on business needs. Reasonable hours outside of this may be required to fulfil the duties of this position. |
| JOB PURPOSE: | Responsibility for team leadership of staff to enable the effective and efficient service delivery of the project (prevention, accommodation, transition to the community). |

MAIN RESPONSIBILITIES:

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| Achieve agreed outcomes to ensure project success (prevention, accommodation, transition to the community) | <ul style="list-style-type: none"> • Work in collaboration with the Head of Service to ensure effective and efficient delivery of best value services within agreed outcomes and key performance indicators for the project. • Implement monitor and review agreed standards for the service in line with the QAF, RQIA and NISCC. • Liaise, attend meetings and represent the interests of Simon Community and it's clients with other Simon Community staff and relevant outside agencies, as appropriate • Conduct regular reviews with young person and stakeholders in order to review their needs, risks and monitor practice and young people's satisfaction. • Ensure that appropriate professional records are maintained and that an open access policy for young people to their files is implemented. Conduct monthly audits of files to ensure that appropriate professional records are maintained. • Support identification and implementation of actions for quality improvement plans arising from external or internal audits. • Complete self-assessment/associated documentations and gather relevant evidence for audits by SCNI/Supporting/RQIA and/or other relevant funders. • Prepare weekly updates of service users for SCNI and relevant stakeholders. • Attend monthly Trust Resource panel meetings in relation to referrals to MSM. |
| Ensure that staff provides the appropriate levels of support to the young people based on assessed needs and risk | <ul style="list-style-type: none"> • Ensure the provision of a 24 hour support service and an On Call Crisis Intervention service that can be utilised at short notice. • Direct and assist staff in planning and implementing agreed support plans and risk management plans, these must be based on assessed needs and risks. • Maintain the confidentiality of information in line with organisational and legislative requirements. • Ensure adherence to organisational policy and procedure paying particular attention to those in Supported Housing environment. |

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| | <ul style="list-style-type: none"> • Complete and monitor all project staff induction, ensuring the induction adheres to organisational and legal requirements. • Complete monthly supervision with staff. • Complete rota ensuring consistency in staffing levels • Monitor staffs completion of hours as per rota requirements and address inconsistencies as they arise. |
| Ensure effective and efficient financial control, use of organisational resources and promotion of income generation opportunities | <ul style="list-style-type: none"> • Work with the Head of Service and Finance Department to ensure the project is delivered within budget and all organisational financial procedures are adhered to within your remit. • Ensure that all rent, Housing Benefit and heat & light payments are properly collected and recorded. • Appropriately purchase, monitor and maintain stocks of material, furniture and equipment. • Implement and participate in fundraising activities and promote the interests of the organisation. |
| Performance Management | <ul style="list-style-type: none"> • Participate in the organisation performance management system. |
| Ensure Quality Assurance/ Continuous Improvement | <ul style="list-style-type: none"> • Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence. • Carry out all duties in accordance with Simon Community Quality Procedures. |
| Ensure Health and Safety and Good Housekeeping Practices | <ul style="list-style-type: none"> • Ensure the maintenance and general up-keep of all physical facilities. • Undertake Health and Safety risk assessments, as appropriate and implement any agreed actions. • Ensure all staff and volunteers are fully trained in the Lone Working Policy. • Ensure provision of the Guardian 24 Service and ongoing monitoring of that service to ensure effective use. |
| Promote Equal Opportunities | <ul style="list-style-type: none"> • Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures. |
| Promote our aims and objectives | <ul style="list-style-type: none"> • Promote the Organisation's mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times. |
| Participate in the shift system and the On Call Rota | <ul style="list-style-type: none"> • Participate where required in the shift rota, including nights, to ensure the provision of 24 hour support. • Participate in and deputise for others to ensure the provision of On Call / Crisis Intervention as deemed appropriate by the Head of Service. |
| Other Responsibilities | <ul style="list-style-type: none"> • Undertake other reasonable responsibilities delegated by the Head of Service or SMT. • Candidate's will be expected to register with NISCC. |

Summary of Main Benefits

In addition to a competitive salary, we offer a wide range of benefits to support you during your employment with us.

- Pension (auto enrolment) and Death in Service Benefit 2 x salary

Westfield Health Benefit - Provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24 hour counselling and Advice Line.

Holidays - 25 days' Annual holiday entitlement a year – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1st April each year, once a full year of service has been completed. **Plus 12 customary holidays** (normally Bank and Public Holidays) at normal basic pay rate.

Other Benefits include: Enhanced Sickness Pay, Enhanced Maternity/Paternity Leave Entitlement, Career Breaks (subject to 2 years' continuous service), Tax Smart Translink – Travel Card, Employers for Childcare Vouchers.

ESSENTIAL AND DESIRABLE CRITERIA – Team Leader (Young People Services)

Application Eligibility: Please note if you have been regretted following invite to interview within the past 6 months you will be ineligible to apply. If you have been rejected at shortlist within this timeframe, you may still make a fresh application.

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| ESSENTIAL CRITERIA | <p>Candidates must be able to demonstrate that they meet each of the following essential criteria.</p> <ol style="list-style-type: none">1. Degree in Social Work or Youth and Community Work or an equivalent qualification And three years' recent full-time paid experience of working with at risk young people Or Five years' recent full-time paid experience of working with at risk young people And2. Two years' recent experience of managing and supervising staff in a similar setting And3. Two years' recent experience of project management and development within a similar setting And4. Full valid driving licence is required so as to be able to meet the requirements of the post in full |
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