

Job title: **Team Leader – Supported Housing (Newcastle)**

Location:	Various throughout Newcastle
Responsible to:	
Directly responsible for:	Support Workers
Other key internal relationships:	Support Services Senior Managers All colleagues within Housing Services Community Access staff Training team
Key external relationships:	Families and relations of clients Community Health Care Team Care Managers Day Services staff Social work staff Inspection staff/personnel Other professionals

Overall purpose fulfilled by the job:

To work directly with clients who have learning disabilities and who may also have additional needs, residing in their own home.

To have day-to-day responsibilities in the management of (a) specific house(s) within the Tynedale area. To work with and supervise support staff. To work with management to promote services throughout the department.

To promote the Azure philosophy to support staff and where appropriate to individuals and agencies who have involvement with the clients within the house.

Scope of the job:

The Supported Housing service provides support to a number of adults who have learning disabilities who live in their own homes. The provision of support is separate to the tenancy. There are a combination of single and multiple occupancy households.

The Team Leader will manage and work with staff involved with tenants to promote the tenants' independence and community presence.

Key duties and responsibilities

Staff management duties

- 1 To provide management cover within the Supported Housing service. The Team Leader will be responsible for (a) specific service(s).
- 2 To take on direct management responsibilities for a specific number of staff working within designated houses. This will include providing mentoring and guidance relating to staff induction, provide regular formal supervision, to undertake annual appraisals.
- 3 To be involved in the annual staff training audit and to identify ongoing training needs within the staff team. To ensure all paperwork relevant to this process is completed. To ensure provision of a positive role model to staff to facilitate their understanding of service provision to clients.
- 4 To set the rota for the service(s) – the postholder has line management responsibility.
- 5 To record and monitor staff absences (holidays, sickness) according to Company procedure.
- 6 To undertake delegated responsibilities in relation to payroll.

Financial responsibilities

- 7 To be involved in the petty cash finance system ensuring the procedures are followed.
- 8 To support clients in their application for Housing Benefit and ensure the relevant documentation and audit trail is compiled. This process must be undertaken within prescribed time scales.
- 9 To support clients in accessing any other relevant benefit entitlements, e.g. PIP.
- 10 To work with the Deputy Director in the compiling and completion of weekly Commissioning statistics, ensuring they are processed in line with the quarterly returns.
- 11 To undertake weekly finance checks within the houses as prescribed by the Deputy Director.

Client responsibilities

- 12 To provide support to clients based on their identified support needs.
- 13 To participate in client review meetings (internal and Care Plan Approach (CPA) Meetings).
- 14 To facilitate and/or lead house/tenants meetings.

- continued (Key duties and responsibilities)

- 15 To take a lead role in ensuring Life Plans are maintained, developed and progressed in keeping with a Person Centred Planning philosophy.
- 16 To work directly with clients and relevant staff in the preparation and facilitation of client holidays. This will include undertaking financial planning and preparation.
- 17 To support clients in accessing their medication. To carry out the appropriate medication checks relating to clients who do not self-medicate. To comply with the documented medication administration and recording systems.
- 18 Positively motivate staff/develop service(s)

Housing management

- 19 To ensure clients are provided with the appropriate level of support to enable them to maintain their home in good order.
- 20 To support clients to report any repairs, renewals or replacements that may need to be undertaken. The reporting process will comply with Company/Housing Association procedures and formats.
- 21 To ensure the house audit is maintained regarding client, Company and Housing Association property.

Personal development

- 22 To undertake relevant statutory training.
- 23 To undertake relevant training as identified by line management.
- 24 To identify training needs relating to job performance and knowledge.
- 25 To prepare for and participate in supervision meetings with line management.
- 26 To prepare for and participate in the annual appraisal process.

Health and safety

- 27 To comply with all Company and departmental health and safety requirements. To carry out delegated responsibilities in relation to health and safety checks.

Administration

- 28 To undertake all aspects of administration in relation to the above areas. To ensure the correct paperwork procedures are followed.

General

- 29 To have a working knowledge of all policies and procedures relating to Support Services and where appropriate at a Company level. To work with the staff team to ensure accountability in relation to policies and procedures.
- 30 To work with the Deputy Director to meet the range of quality standards as prescribed by the various external agencies with whom we work (Commissioning, Housing Associations, CQC)

31 To take an active role in the annual strategic review process.

The key result areas above represent the major functions embraced within the role. From time to time these may be varied and the holder will undertake any reasonable duties assigned.

All Azure staff must also adhere to the following:

- 32 Confidentiality – The postholder must maintain absolute confidentiality of data and Azure’s systems. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty.
- 33 Health and Safety – employees must comply with the provisions of ‘The Health and Safety at Work Act 1974’ and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Staff are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. Azure’s efforts to promote a safe and healthy working environment can only succeed with the full cooperation of its employees.
- 34 Equality & Diversity – Azure has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff are set out in this policy.
- 35 Safeguarding – it is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the “5 Rs” in relation to possible abuse: recognition, response, reporting, recording and referral. Azure can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
- 36 Representation – to act as an ambassador for Azure at all times.