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| **Job Description** |
| **Job Title:** | **Team Manager** |
| **Section:** | **Housing & Support Services (O Hanlon House Hostel & Community Properties)** |
| **Reports to:** | **Operations Manager** |
| **Responsible for** | **Various Support Staff and Team Leaders (if required)**  |
| **Location** | **Oxfordshire – Your main office base will be dependent on the teams you manage. You may be required to work in other services and offices.** |
| **Main Purpose of Job** |
| 1. To be responsible for the high standard and high quality Housing, Support and Resettlement services across Homeless Oxfordshire.
2. To ensure Support staff and Team Leaders (if required), are supported and equipped to deliver effective Housing and Support services to all residents and clients in the Hostel and Community Housing Services.
3. To ensure the Health & Safety and Safeguarding of all clients and staff in Homeless Oxfordshire Services. This includes being involved in the safety and security of our buildings and working closely with the Operations Manager.
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|  **Principal Accountabilities**  |
| * **To participate in the recruitment and deliver excellent performance management, support and supervision of staff at Homeless Oxfordshire. Including monitoring annual leave and managing sickness and/or other performance related issues according to policies and procedures of Homeless Oxfordshire.**
* **To ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire policies and procedures.**
* **To manage and achieve agreed performance targets and organisational targets and objectives. Work with the Operations Manager to:**
	+ Ensure that all contractual obligations and management agreement standards are met.
	+ Ensure that there is full compliance with the commissioning requirements and the Charity’s policies & procedures.
	+ Ensuring that service provision, requirements and expectations are known to all staff.
	+ Monitoring performance indicators and standards of service.
	+ Provide support, advice and guidance to staff as appropriate.
* **Report to the Operations Manager any safeguarding concerns without delay in line with procedures.**
* **To ensure the smooth running of the services you are responsible for and your team. This may include arranging and managing rotas. You are expected to be on the on call rota.**
* **Ensure that IT systems are updated as required and concise record keeping is completed promptly.**
* **Take responsibility for financial processes including debt recovery and budget management according to Homeless Oxfordshire policies and procedures.**
* **To work with the Operations Manager to ensure policies and procedures are kept up to date and provide training and advice on policies, procedures and good practice to staff and ensure compliance.**
* **Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.**
* **Ensure staff maintain positive client satisfaction; giving a respectful communication and service to clients.**
* **To manage complaints and suggestions in line with to Homeless Oxfordshire policies and procedures.**
* **Manage client participation according to Homeless Oxfordshire policies and procedures.**
* **Ensure staff are aware of and include their clients to be involved in Client Participation within their time at Homeless Oxfordshire services.**
* **Be aware of relevant legislation changes for housing support and care.**
* **To ensure that Homeless Oxfordshire’s Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.**
* **To take part in the Homeless Oxfordshire out of hours rota.**
* **To represent Homeless Oxfordshire at strategic and interagency meetings as required.**
* **To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.**
* **The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.**
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| Safeguarding Statement |
| Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately. We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures. |

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| Health and Safety Statement |
| Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law. |

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| ***This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.*** |

**ESSENTIAL CRITERIA**

**Knowledge**

* An understanding of the needs of homeless people.
* Knowledge of voluntary and statutory services available to homeless people.
* An understanding of housing laws & the benefits system.
* A commitment to and an understanding of policies to prevent discrimination and harassment on the grounds of gender, race, age, sexuality or beliefs.
* Knowledge of health and safety legislation and risk assessment methodology

**Experience**

* Significant experience of working with homeless people.
* Significant experience of working with clients with mental health, drug or alcohol problems.
* Experience of managing staff

**Skills and Abilities**

* Proven track record of achieving successful move on outcomes with clients
* Proactive approach to problem solving
* Firm belief in benefits of service user involvement
* Open attitude to change and ability to facilitate, enable and encourage the engagement of others in the change process
* Excellent verbal and written interpersonal skills.
* Ability to keep comprehensive case files and notes.
* Ability to prioritise a heavy workload.
* Ability to lead a team and to make quick and effective decisions.
* Ability to deal with challenging behaviour.
* Ability to motivate and influence staff to work to their full capabilities and provide effective supervision.
* Ability to produce letters and reports using Microsoft Word, and to store/retrieve information on a computer database.
* Commitment to the Values and Objectives of Homeless Oxfordshire

**DESIRABLE CRITERIA**

* Experience or training in related fields. i.e.; social work, counselling, advice work, mental health.
* A basic understanding of housing laws and the benefits system
* Knowledge of Oxford Homeless network
* Driving licence and access to a car
* Experience of working in a supported housing environment
* Experience of sourcing and compiling good quality training programmes
* Knowledge of and experience of recruitment procedure



**Core Competencies for MANAGERS**

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|  | Descriptor |
| Adaptability and Personal Responsibility | Modifies own style and approach in order to achieve goals and effectiveness. Is responsive and adaptable to change; energetic, positive and resilient in seeing things through. |
| Client and Stakeholder Focus | Focused on the views and needs of clients and other stakeholders. Ensures that individual focus is at the core of service provision. |
| Managing Relationships and Team Working | Develops and maintains positive relationships with a variety of people. Networks internally and externally for the benefit of HOMELESS OXFORDSHIRE and its services. Displays self-awareness and integrity in all relationships. |
| Application of Knowledge, Managing Systems and Problem Solving  | Proactively identifies problems, seeking relevant data, recognising important information and diagnosing possible causes. Applies own knowledge and skills appropriately to contribute to effectiveness of HOMELESS OXFORDSHIRE operations, processes and systems.  |
| Self Awareness and Personal Development | Open and committed to continuous development, ability to apply new information and learn from experiences. Shares knowledge and learning with others and recognises own strengths and areas for development  |
| Respect for All | Understands and works within HOMELESS OXFORDSHIRE’s commitment to equality and diversity. Respects and values the diversity of colleagues, clients and wider operational environment. Demonstrates commitment to enhancing and developing HOMELESS OXFORDSHIRE services in line with principles of equality and diversity. |
| Leadership, Management and Coaching | Leads, inspires and engages staff to own and deliver on HOMELESS OXFORDSHIRE’s vision and goals. Sets a strong example for other staff to follow. Establishes and Communicates clear performance goals, standards and expectations at all levels. Identifies and produces reliable factual evidence of progress against these. Gives regular feedback, coaches and supports others to develop to their full potential. |
| Organisational Awareness | Applies market, commercial and financial understanding to identify and develop new business opportunities for HOMELESS OXFORDSHIRE. Demonstrates detailed awareness and understanding of operating environment and drives HOMELESS OXFORDSHIRE’s ability to meet challenges.  |
| Applying Strategic Thinking and Planning | Delivery and development of service/team/department is linked to sound understanding of broader environmental factors and HOMELESS OXFORDSHIRE’s goals. Anticipates future demands, opportunities and constraints; translates and implements plans to meet these. |
| Managing Change | Plans, develops and manages change for optimum results. Appropriately responds to and effectively manages and engages others through change.  |

