

Job Description

Team Leader, Support

Location: Sir Oswald Stoll Mansions 446 Fulham Road, London SW6 1DT. Will work at other sites within the borough of Hammersmith and Fulham as required.

Responsible to: Support Services Manager

Responsible for: Support Team

Hours of Work 35 Hours per week: 9am – 5pm
With occasional evening and weekend, working when required.
This role is expected to be on site for the most of the working week, with the option of one day a week working from home.

Job purpose

- Responsible for the day-to-day management of the Support Team under the direction of the Support Services Manager.
- To manage the team delivering and developing support plans, risk assessments and move on plans.
- Support staff to deliver customer-focused support services to promote and encourage independence, keeping veterans at the heart of any services offered...
- Motivate staff to deliver the best possible outcomes and to ensure they continuously develop and improve
- To be proactive in tenant engagement, including when beneficiaries may be hard to engage.
- To ensure that service delivery achieves the relevant service standards, complies with best practice, the law, any relevant regulatory frameworks, and requirements from funders.

Key Responsibilities

Customer Focus

- Ensure that support plans and risk assessments are undertaken, reviewed regularly and appropriate action taken, ensuring that beneficiaries are able to maximise their quality of life and independence.
- Support staff to respond to urgent support issues as and when they arise.
- Liaise with statutory agencies and other outside agencies/professionals in support of Stoll's beneficiaries, acting as an advocate when required to support the delivery of the objectives of beneficiaries' support plans.
- Ensure that applicants for Stoll's housing are assessed, support needs identified and their suitability is established prior to allocation.
- Attend relevant meetings as required.
- With the Manager, monitor and evaluate the support services, ensuring that services to beneficiaries are relevant to their needs and achieve quality outcomes.
- Ensure the proper and efficient running of the community alarm system, including monitoring the out-of-hours provision.
- To maintain a working caseload of key clients.
- Work in partnership with the Tenancy Services Team to ensure that tenants are able to sustain their tenancy.

Customer participation and community engagement

- Develop positive working relationships with beneficiaries, engaging them in service development, obtaining feedback and responding to complaints in accordance with the Stoll's policy and procedures.
- Encourage community involvement within Stoll, including social interaction, activities and social functions.
- Make efficient and effective use of Stoll's facilities to support external community activity, health and wellbeing, including opportunities for leisure, education and employment, working in partnership with statutory, third sector and private sector organisations.
- Build and maintain effective working relationships with statutory and voluntary providers, grant/charitable funders and other key stakeholders, representing Stoll at liaison and partnership meetings.

Managing and developing the team

- Contribute to the management and development of the Support Services, directly managing staff.
- Motivate staff to deliver their roles beyond expectations.
- Ensure that staff, volunteers and students are recruited, inducted, trained and developed to enable them to deliver quality services.
- Coach and support staff to tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures.
- Take action to manage issues of conduct or capability, including formal disciplinary investigations/action, and to resolve issues of grievance in accordance with Stoll's policies and procedures.
- Ensure that staff rotas are managed efficiently and effectively and that adequate cover is provided to meet service demands and that staff work within established guidelines.

Working in a team and with others

- Contribute positively to working in a team and across Stoll to deliver quality services to beneficiaries.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Liaise and work with other agencies including housing, health and social care professionals as required in consultation with senior staff.
- Act in a professional manner while on duty and when representing SOSF.

Financial Management and Control

- Contribute to work within established budgets, and maintain accurate financial records.
- Ensure that staff adheres to Stoll's financial policies and procedures, taking appropriate action in response to internal and external audits recommendations and requirements.
- Ensure that all sources of income for beneficiaries are maximised through effective use of allowances, rental income and social and welfare benefits.

IT, record keeping, data management

- Ensure Customer files, reports and support plans and other written documents are accurate, kept up to date and regularly reviewed.
- Maintain confidentiality of records and information relating to beneficiaries and staff in accordance with Stoll's Confidentiality Policy and Data Protection.

Quality and regulatory compliance

- Understand and work within the legal framework in which Stoll provides housing and support.
- Ensure the required key performance indicators are provided as and when needed.
- Report concerns relating to safeguarding vulnerable adults and children, using organisational procedures.
- Continuously look to improve the quality of services, responding positively to customer feedback and complaints.
- Keep up to date with data management protocols and best practice.
- Continuously look to improve the quality of services responding positively to feedback and complaints

Health and Safety

- Work in accordance with Stoll's Health and Safety policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements

Other

- Carry out any other duties as required by the line manager, Chief Executive, or Director of Support and Tenant Engagement.

Person Specification

Team Leader, Support

Experience

Experience of working with adults in a relevant setting e.g. mental health/older people/homelessness/ex-offenders.

Experience of managing and motivating a staff team.

Experience/knowledge of issues facing veterans.

Experience of person-centred support planning and risk assessments.

Experience of working in partnership with other agencies and building positive working relationships with key stakeholders

Experience of reviewing, monitoring and evaluating support service delivery

Skills and Knowledge

Understanding of the financial environment and constraints in which support operates with experience of managing and controlling costs and charges effectively

Experience of managing health and safety within a support setting

Understanding of best practice in delivering social care

IT skills- including Outlook and databases.

Effective communicator verbally and in writing.

Evidence of continual professional development

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders

- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

Management & Leadership Competencies

Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and looks to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans