

JOB DESCRIPTION

Title:	Team Leader – Wexford/Carlow
Team:	South East Regional Housing First Service
Reporting to:	Project leader, Focus Ireland

The South East Housing First service will cover the following areas:

Waterford, Wexford, South Tipperary, Kilkenny and Carlow.

This service is run by the following agencies:

Focus Ireland, South East Simon and the Good Shepard Hostel Kilkenny.

The priority target group for a Housing First response is those who are vulnerable and long-term homeless with co-existing complex needs. It seeks to end homelessness for these individuals through promoting access to housing with intensive case management support.

Primary purpose of the Role:

To work as part of the multi agency management team to provide day-to-day leadership, management and supervision of staff employed by Focus Ireland in the Housing First Service.

This post will cover the Wexford and Carlow areas – limited to the towns of both counties.

This team leader will provide direct line management to two Focus Ireland project Workers – one in each area.

The team leader will form part of Focus Ireland's South East Managers team and will work closely with the other agencies in the region delivering Housing First.

Key Responsibilities

Leadership

- Ensure Housing First team is working to Focus Ireland's values and ethos, policies and procedures.
- Promote and work to a rights-based, Housing First approach to addressing homelessness.
- Develop a culture of continuous improvement and focus on quality service delivery
- Delegate work tasks to the staffing team and support them.
- Mentor, guide and support staff to achieve their full potential.
- Ensure effective communication to the staff team and supervisees of management decisions, objectives and strategic planning, as appropriate.
- Participate in the development and implementation of best practice, community policies and procedures.
- Keep the team motivated and positive
- Monitor professional and ethical standards and take appropriate action.

- Establish and maintain effective internal and external communications.
- To represent the service and the wider organisation in a competent and professional manner maintaining the highest professional standards at all times through developing and maintaining strong operational links with a range of statutory & voluntary organisations.
- Ensure effective communication to the project leader of the concerns and issues arising for the staff team and supervisees.
- Carry out any other appropriate work as requested by the supervisor/manager

Service Delivery

- To assist in creating a management culture within the Housing First teams which is person centred, forward looking and flexible.
- Oversee the timely allocation of housing in the case of any vacancies in Focus Ireland Housing First properties, according to Housing First principles and agreed referral procedures.
- Pursue any and all opportunities to access housing for homeless people via purchase options, partnership arrangements with local AHBs, social rental initiative, repair and leasing initiatives and any other relevant means.
- Ensure by direct involvement, the active presence and participation of Focus Ireland Housing First team in interagency working, the Homeless Action Team (HAT) and other interagency / statutory settings in Wexford and Carlow
- Attend MDT at least monthly and as required to ensure that concerns relating to services in the South East are represented and that relevant information is fed back to the team in a timely manner.
- Ensure that the administrative responsibilities of the team in Wexford and Carlow are carried out, directly or through delegation. This includes records and reports for internal and external / statutory management (weekly reports, PASS records, statistics, recording of incidents etc.) as well as approval of annual leave / TOIL and training requests for staff, and approval / oversight of spending (e.g. repairs and maintenance, residents' welfare, staff reimbursement).
- As part of the Housing Team Leaders team, follow up (directly or through delegation to other staff) on referrals from external agencies through the Homeless Action Team (HAT).
- Demonstrate a degree of flexibility in the day to day responsibilities of the Team Leader role will be required.
- Carry out other reasonable tasks at the request of your line manager.
- Ensure the implementation of care & case management for service users through needs assessment, care planning, shared care and reviews. To ensure that service user care plans are relevant, detailed and implemented according to best practice and to provide advice and support to staff with complex casework.
- Ensure key working, care planning and assessments are regularly monitored, updated and professional standards are maintained.
- To manage Housing First services to ensure a high quality environment and good relations with service users.
- To manage key decisions regarding referrals and allocations, ensuring fair access and exit in line with Focus Ireland policy and Equality and Human Rights Duty.
- To ensure that policies and procedures are developed in line with the National Homeless Standards & National Standards for Better Safer Healthcare, up to date and implemented so that decisions affecting service users are in line with best practice, fair and consistent.

- To take appropriate action where necessary and respond to incidents of anti-social behaviour in accordance with policies and procedures and any relevant legislation.
- To ensure that all the Wexford and Carlow *records* are adequate and kept up to date on the PASS System and to compile statistics and prepare reports as necessary or as required.
- To ensure that the Wexford and Carlow HSE Date Returns are up to date and to compile statistics and prepare reports as necessary or as required. Ensure implementation of the tools required for the HSE Data Returns within your service.

People Management

- To have overall operational responsibility for the management of the Wexford and Carlow Housing First staff, including all aspects of housing management, maintenance, health and safety, assessment planning and review.
- To lead and motivate staff to perform effectively and in line with internal and external quality standards and organisational policy and procedure and contract requirements
- Monitor, develop, improve and manage staff rotas to ensure the needs of the service are met efficiently and effectively. Ensuring that staffing levels are maintained to meet the organisational, operational and specific funding objectives of the service at all times.
- With your line manager and other Housing First Team Leaders, organise and co-ordinate shifts, holidays, breaks etc. so that staff and volunteers get to priority training, take regular breaks, get holidays on time etc.
- Ensure time keeping and attendance is of a high standard.
- To provide on call and ensure that on-call arrangements are effective, monitored and meet the needs of the service.
- To participate in the recruitment and selection of staff in partnership with statutory funders and provide and arrange effective induction training for new staff as required.
- To identify training needs of Housing First staff and ensure the training needs are addressed through personal development, on the job training and coaching, supervision and formal training.
- Provide induction, supervision, direction, and day to day support, directly or through delegation, to identified staff and volunteers working in the Wexford and Carlow Housing First Team.
- To provide effective communication to all staff through written information, team meetings and formal supervision using effective management approaches to foster a positive culture and ensure high performance at all times.
- Lead and facilitate team meetings and ensuring external and internal communication is effectively translated to all staff, and to ensure all decisions are followed through effectively.
- To ensure that all Housing First service policies and procedures is understood and implemented by Housing First workers consistently and effectively, in compliance with legal requirements and other identified best practice.
- To provide effective and supportive supervision to Housing First workers, ensuring to recognise and reward staff for excellent performance and deal effectively with performance issues, staff concerns or complaints.
- To lead the staff team in providing a safe, service user focused and supportive environments to meet the social, emotional, physical, health and settlement/resettlement needs of service users.

Team Work & Personal Development

- Work as part of the Focus Ireland South East Managers team and cooperatively with staff across all projects and services of Focus Ireland. Work co-operatively with other SE Homeless Service Leaders.
- Support the development and implementation of best practice standards and guidelines.
- Provide cover to other Housing First projects where necessary.
- Co-ordinate your holidays with the project leader and other Housing First Team Leaders to ensure adequate cover and support across Housing First Services.
- Provide cover when other housing first staff is on holidays, sick etc.
- Ensure effective hand over on each shift and for holidays
- Work co-operatively with external agencies.
- To engage in all training needs analysis.
- To maintain a commitment to further education and training.
- To maintain internal supervision to reflect and review practice.

Housing First Key Performance Indicators

Team

- Boundaries managed effectively
- Effective teamwork in team and community.
- Effective communication within the team, with wider community services
- Regular & appropriate supervision of staff
- Appraisals carried out annually with Housing First workers
- Development and implementation of Individual Professional Development Plan for each team member.
- Attendance levels at training by team members and improved performance in practice.
- Implementation of own Individual Professional Development Plan as agreed with supervisor.
- Proactive engagement in supervision process.
- Regularity and effectiveness of team meetings and hand-overs
- Daily debriefing on all shifts.

Empowering & Enabling Housing First Service Users

- To ensure that the rights of service users are understood, respected and actively promoted and that their views on the Wexford and Carlow *service* provision are considered fully in decision-making, service review and quality improvements.
- Ensure that service user meetings take place.
- Ensure Housing First services provides:
 - A welcome, supportive, trauma informed and respectful environment for all service users.
 - A culture of respect and recovery.
 - Ensure that service users have a voice in decisions and recourse to appeal.
 - Act as an advocate with external agencies where necessary

- Ensure that the staff team is supported in encouraging and supporting service users to engage in actively addressing addiction issues with specific focus on harm reduction programmes.

Housing First Key Performance Indicators

Service Users

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- Improvements in health and wellbeing of the person
- Service user feedback
- Critical incidents managed successful
- Service user participation in development of Housing First Services
- Regularity and effectiveness of service user meetings
- Numbers moving to permanent housing with supports as appropriate

Housing Acquisition

- Assist in the acquisition long term housing for Housing First clients in conjunction with the Focus Ireland property team and the local authorities. This involves:
 - Searching for properties to lease, rent or buy via desk based internet search
 - Viewing properties and ensuring they meet statutory rental standards
 - Liaison with relevant staff members within the local authority housing departments.
 - Liaison with estate agents, engineers and surveyors as required
 - Promoting social rentals model and Repair to Lease model with landlords and negotiating rents and social rental agreements / leasing agreements
 - Ensuring tenants are assisted to access HAP / Rent Allowance payments related to the actual rent of the property
 - Building positive and responsive relationships with landlords and property owners

Criteria: Team Leader

- Extensive recent leadership experience
- Relevant 3rd level Social Care qualification at degree level
- Proven extensive experience working in a social care setting
- Experience of providing staff supervision
- Experience of needs assessment, support planning and case management
- Experience of street outreach and housing provision
- Be committed to work in partnership with customers
- Excellent communication skills
- Be able to work on own initiative
- Experience of service planning and development.
- Computer literacy