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**Job description template**

**Job title:** Housing First Team Leader

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements*

*that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department:** *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example**-* *We are looking for compassionate and committed people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career and great benefits in a caring, supportive, and positive environment.  We believe strongly in the growth of our employees and encourage and foster the desire to learn, advance and progress within our organisation. We understand the importance of a healthy work-life balance and value the commitments you may have, and therefore we are happy to consider flexible working applications. If we can make it work – we will!*

**Key Overview**

We are seeking a confident, supportive, and resilient Housing First Team Leader who will be responsible for the day-to-day delivery of the Housing First contract. The role involves providing leadership and guidance to Housing First Workers promoting a positive culture and partnership working and supervising the delivery of a service with a high level of fidelity to the Housing First principles.

**Responsibilities**

* Provide a high level of guidance, support, and case management for the Housing First Workers, ensuring that a person-centred, trauma informed, and strength-based approach is implemented
* Collate required performance information for the team relating to customer’s progress to support evaluation of the approach.
* Responsible for risk profile of area of responsibility and be able to demonstrate effective risk management.
* Build and develop trusted relationships with landlords and other agencies to encourage partnership working and improve the long-term sustainability of outcomes.
* Provide temporary cover for colleagues as required and participate in a rota system of shift duties, to ensure that service delivery is consistently maintained.
* Operational management of service ensuring contract and financial compliance and adherence to policies and procedures.
* Co-ordinate requests and offers of accommodation for the team and manage the personalisation fund in line with partnership procedures.
* Ensure the successful delivery of the contract taking responsibility for achievement of targets to agreed timeframes, budget and quality.
* Encourage and promote peer-to-peer support in the service and provide flexible person-centred support to those with lived experience.
* To proactively manage a team through:
* *timely and effective performance management*
* *a strength based coaching approach*
* *communication and constructive feedback*
* *role-modelling attitudes, behaviours, and expectations*
* *capturing the learning from mistakes and setbacks*
* *demonstrating effective and positive leadership through change, to support and develop your team to realise individual and team potential and ensure successful service delivery*
* To be part of a rota providing out of hours access to telephone support to people using the service.
* To work flexibly to ensure that service delivery is available in the morning/ evenings, at weekends and on bank holidays when required.
* To ensure the safety of staff by appropriately managing lone working and ensuring all necessary safeguards are in place.

**Person Specification**

* An understanding of the complex interdependencies of mental health, substance misuse and offending behaviour.
* Experience of managing and supervising staff; effectively coaching to encourage creative problem solving.
* Promote the rights, responsibilities and informed choice of the people receiving the service through facilitating reflective practice with the staff team.
* Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.
* Adaptability to changing and emerging needs as the pilot develops demonstrating flexibility and resilience in challenging situations
* High level of interpersonal skills and emotional intelligence:
* Empathetic; caring; accepting; an encourager of responsible risk taking; supportive, and a constructive challenger who has a positive expectation for the future and embraces the unconditional positive regard approach.
* An understanding and knowledge of the Housing First model and belief in the values and principles.
* Experience of administration and recording procedures with the ability to audit case notes and gather required data to support the national evaluation.
* Professional and values led with integrity, inclusivity, and a respect for diversity.
* Ability to work in uncertainty and maintain a positive approach.
* Ability to quickly build rapport, demonstrating persistence, determination and resilience.
* Ability and commitment to supporting vulnerable customer groups and people with complex needs – at a pace and way in which they choose
* To demonstrate leadership qualities; strong negotiation, influencing and diplomacy skills; and the ability to advocate on behalf of customers.
* To have a sense of humour, be personable and accept that things won’t always go planned
* Strong attention to detail and high standards of work.
* The ability to work effectively and collaborate with partner agencies and develop contacts and networks across a wide range of local services.
* Professional curiosity and a growth mindset with the ability and willingness to apply learning in support delivery.
* Ability to challenge the status quo and influence others to positively change culture.
* Ability and willingness to work across the area to meet service delivery demands when required

**Additional Details:** *It is strongly advised if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice.*

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date**: xxxx

**For information please contact:** *Name and contact details of recruiting manager.*

## Housing First Interview Questions

* What do you think your job role should be?
* Tell me about a time when you have adapted your practice?
* When do you feel most yourself?
* What do you value most in life?
* When have you used constructive criticism?
* When have you received constructive criticism?
* What values are applicable to this role and what do you think is important?
* What three words would your friends and / or enemies use to describe you?
* Can you give me an example of an experience in life that has prepared you for this role?
* How would you feel / take if someone asked to change workers?
* Do you think there is ever a point where you would need to close someone for non -engagement?
* How would you take advice on how to do something by a Peer Mentor?

**Additional Team Leader Questions**

* As a Team Leader can you tell us what your approach would be if you were managing a Colleague whose values were not aligned to the principles of Housing First?
* Can you give us an example of where you have taken constructive feedback and also delivered this?
* Can you tell us how you keep your team engaged and motivated?

**Purpose of the day:**

Meeting the candidates who were successful at application stage with a view to selecting those we wish to invite for individual interview. We will carry out two observed activities which will be scored against a framework related to the role requirements. Any notes and scoring taken during the session will be retained with your application and processed according to GDPR

**What are we looking for?**

People who can demonstrate the personal values, qualities, and transferable skills to work in a different way; to manage the unfamiliar. We are looking for people who can demonstrate an understanding of the different layers of disadvantage, how they interact with each other, and what impact that has on people. We are looking for empathy, and the demonstration of that empathy in a person centred, trauma informed set of behaviours.