

Job Capsule Supplementary Information: Support Team Manager (Single Pathways Service)

Job Family: Social Care/People

Level: 4

Job Zone: 1

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide a comprehensive line management service to a team of support workers providing housing related support to vulnerable adults, ensuring effective service delivery of the Services support functions and progression of referrals through the Single Hostels Pathways Model.

Outcomes/objectives that this role will deliver:

1. To report to the Single Pathways Service Manager and be part of the Single Pathways Management Team. Participating in a shift rota covering both evening and weekend working. Prepare and arrange staff rotas to cover all housing related support duties including assessment, key working and administration.
2. Monitor performance within the team ensuring high standards of discipline and performance in full accordance with relevant Council policies and procedures.
3. Participate in the development and review of service performance indicators and outcomes against the Hostel Pathways Model Specification and the Quality Assessment Framework under the Supporting People Programme.
4. Lead on and develop a specific area or practice within the service and identify and policy issues arising out of case work and SPS service practices. Ensure that policy issues are addressed through practical service delivery changes or developments and take responsibility for implementation of these by instruction and guidance to staff, writing and/or amending procedure.
5. To ensure the hostel environment meets with health and safety requirements and safer management standards by regular monitoring in conjunction with the Housing Management Team including the checking of residents' rooms and all communal spaces and the follow up and completion of identified actions.

6. Safeguarding – to ensure that staff receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.
7. To contribute to the delivery of an integrated, customer focused service by the Temporary Accommodation Group and to participate in team and working group meetings and take an active role in service development including service reviews.

People Management Responsibilities:

The post holder will manage a team of support workers.

Relationships;

Pathways Providers
Commissioning Services
LBC Housing Options & Advice Service
Housing Management (TAG)
Housing Management
Adult Social Care
Children's Social Care
Primary Care Trust
Mental Health Trust
Voluntary and Community Sector
Police
Probation
District Housing Staff
Community and Hospital Based Teams
Community Safety

Work Environment:

1. The primary location will be one of the hostels within the singles hostels pathway in the London Borough of Camden, although all staff may be asked to cover at another location within the pathway at any point.

2. The support team manager roles attracts a disruption allowance and support workers work a 36 hour week via a shift rota which operates between 08.00 and 23.00 seven days a week. Team managers are required to be flexible and work the hours required as necessary within the shift rotas of the service.
2. Support Team Managers and their staff will be working with clients, some of whom have complex needs and exhibit challenging behaviour. There may be occasions that clients behave in an aggressive or challenging manner. Staff will receive the appropriate training to minimise the risks they face.
3. Support Team Managers and their staff will be required to work with clients who are actively using drugs and engaging in other high-risk behaviours. As a consequence there may be occasions when staff are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.
4. Ability to manage personal time effectively, work under pressure to deadlines and the ability to plan and monitor a large caseload, without day-to-day supervision.
5. The post holder must present as confident and professional and will need represent SPS, the Temporary Accommodation Group and the Council at a range of internal and external meetings.
6. Ability to manage personal time effectively, work under pressure to deadlines and the ability to respond appropriately to emergency situations without day-to-day supervision.
7. The post holder will be required to have an enhance DBS check in order to carry out their duties.

Technical Knowledge and Experience:

- Knowledge of the development and implications of Supporting People Strategy and Housing Legislation
- Knowledge of the development of Housing Options and in particular those open to clients in Pathways Hostels
- A full understanding of the Hostels Pathways Model and the various stages within the Pathway
- Understanding of health and safety issues as they relate to service delivery in particular hostel based support workers working with clients with complex and challenging needs.
- Knowledge of drug/alcohol dependency and mental health issues.
- Excellent written and verbal communication skills able to use a range of methods to communicate to a wide range of audiences
- Ability to manage and motivate staff , identify and deliver training needs, supervise and tackle poor performance
- Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines
- Ability to develop and maintain a system for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data
- Demonstrate a commitment to putting the customer at the centre of service delivery
- Knowledge of the welfare benefits systems and legislation.
- Experience of working with homeless people and of the problems faced by social exclusion
- Experience of liaison and negotiation with a wide range of statutory and independent sector providers
- Experience of assessing the needs of vulnerable clients and monitoring the progression of caseloads and casework

Camden Core Behaviours

Core Behaviours	
Adaptability	Level 2
Customer Service	Level 2
Driving Improvement	Level 2
Working Together	Level 2

Camden Additional Behaviours

Additional Behaviours	
Building Support	Level 2
Confidence and Resilience	Level 2

