


<b>Document:</b>	<b>Job Description and Person Specification</b>
<b>Job Title:</b>	Housing Team Leader (Detox Provision)
<b>Project Base:</b>	Emerging Futures, Watford
<b>Hours &amp; Salary:</b>	37.5 hours – £30,069
<b>Accountable to:</b>	Service Manager
<b>Job Summary:</b>	<p>As a Housing Team Leader, you will be providing strong, visible operational leadership and direct line management to the teams responsible for the delivery of our detox provision across Watford.</p> <p>Residents will be engaged with the local CGL nurse to complete their detox and Emerging Futures staff will support tenancy sustainment and aftercare initiatives. You will encourage the onward referral to other Emerging Futures housing provision post detox.</p> <p>You will be responsible for assessment, pre-tenancy work and case coordination of individuals in our accommodation. You will take responsibility for the health and wellbeing of tenants, ensuring we are offering both opportunistic and structured interventions.</p> <p>You will work closely with partner organisations, clinicians, social enterprises, education, and training providers to develop integrated recovery infrastructures that engage, support and navigate individuals from the vulnerability of homelessness and addiction to established wellbeing and meaningful recovery activity in the community.</p> <p>The post holder will also work to strengthen external partnerships with community agencies and resources, including other supported housing providers, health and treatment agencies and blue light services including networking widely to build on new and existing relationships.</p> <p>You will be required to work on a rolling rota covering days, evenings and weekends.</p>

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<b>Values:</b>	<p><b><u>Our values</u></b></p> <p><b>Respect:</b> listening to people and treating them with dignity.</p> <p><b>Integrity:</b> being honest and open (with each other) and providing a voice for those who are expert by experience.</p> <p><b>Accountability:</b> taking purpose-driven action, owning our decisions, and remaining flexible as we grow.</p> 
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• Minimum 25 days annual leave + bank holidays (pro rata for part time employees)</li> <li>• Day off on your birthday every year</li> <li>• Inclusive culture promoting innovation and autonomy</li> <li>• Extensive Employee Assistance Programme including access to counselling, specialist advice and an online wellbeing portal</li> <li>• Enhanced family friendly policies</li> <li>• Emergency Financial Assistance policy</li> <li>• Death In Service policy</li> <li>• Pension scheme</li> <li>• Option to purchase extra holidays</li> <li>• Wellbeing hour</li> <li>• CPD hour</li> <li>• Cycle to Work Scheme</li> <li>• Annual company events</li> <li>• Extensive training package</li> <li>• Support around personal and professional development</li> </ul>

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## Principal Duties and Responsibilities

### Leadership and Staff Management

1. To ensure services are safely managed in line with the contract and key deliverables.
2. Hold managerial responsibility for the staff within your team to ensure a skill mix and ensure robust systems are in place for general and clinical supervision.
3. To ensure services and activities are co-ordinated, efficiently managed and financial and human resources are maximised to ensure colleagues feel valued and able to work effectively.
4. To provide coaching, wellbeing support, training and supervision to enable your team to deliver their roles, grow and reach their fullest potential.
5. To ensure there are clear lines of accountability and responsibility across the team which foster and maintain effective working relationships for the organization.
6. To manage all employee relations (HR) issues within your team and support the recruitment, induction and training of staff and professional volunteers.

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### Service Delivery & Performance

1. Ensure systems are in place to collate, monitor and report data, ensuring performance data, activity, opportunities and interventions are collated, recorded and reported accurately and in a timely manner and attend performance meetings as required.
2. Ensure Watford services are accurately reported through the relevant systems such as INFORM.
3. Empower your teams to capture additional data, local information, achievements and concerns which evidences quality across the organisation.
4. Ensure all staff are aware of expectations and targets, offering support and guidance when necessary.
5. Promote and encourage the utilisation of volunteers and coaching opportunities across the Hertfordshire contract.
6. Implement and manage systems to ensure residents are safe, meaningfully engaged and moving forward in their lives.
7. Promote and support the wider implementation of Housing First and Psychologically Informed Environments across Hertfordshire.

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## Finance

1. To be responsible for the overall financial management of petty cash, systems, rent collection and housing benefit payments including liaison with the Local Authority to ensure benefit claims are submitted and processed efficiently and effectively.
  2. To take appropriate steps to manage any financial risks that could impact on your services, staff and the overall organisation.
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## Communication, Representation and Engagement

1. To ensure the profile of EF is raised at every opportunity and that examples of good practice are shared with the widest possible audience, including local employers, communities, and recovery communities.
  2. To manage internal communications to ensure that EF's values are lived day-to-day, and potential for sharing and learning is maximised across the organisation.
  3. Ensure your services are promoted through a variety of communications, marketing and media sources and platforms.
  4. Build and maintain active relationships with local groups and businesses to continuously create and maintain opportunities for positive activity for service users during and after leaving treatment interventions, abstinence programmes and community outreach services.
  5. Take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.
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## Governance, Legal, Facilities and Risk

1. Promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.
2. To ensure the safety of all staff, tenants and service users and maintain awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.
3. Ensure the effective implementation and compliance of serious untoward incident reporting in line with policy and procedures, carrying out investigations and implementing lessons learned.
4. Deal with issues and complaints raised by complying with EF's complaints processes.

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## Other

1. You will be required to work flexibly from varying operational sites as required and agreed with line manager.
2. A requirement to work some evenings/weekends as required.
3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service user group.

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## Generic Duties & Responsibilities

### Confidentiality

Service user, volunteer and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection legislation.

### Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

### Privacy & Dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

### Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child's welfare.

### Health & Safety

Emerging Futures has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management

## Educational Requirements & Competency Framework

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These are the education requirements and competencies required for this role. Please demonstrate in your application where you meet the requirements and where you may need additional support and training.

ESSENTIAL	DESIRABLE
<b>Education &amp; Experience</b>  Experience of managing complex needs, substance misuse and/or housing services. Experience of managing adult social care and services within the third or public sector. Experience of managing, developing and supporting staff in a challenging and demanding environment. Experience of supporting individuals to initiate and sustain long term health gains, their own tenancy and recovery in the community. Experience of developing partnerships and working collaboratively with other organisations.	<b>Education &amp; Experience</b>  Management or equivalent qualification. Experience of establishing and developing self-sustaining, recovery and harm reduction focused communities. Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally. Experience of delivering group-work and training. Experience of managing outreach and/or community development services. Specific experience of supporting staff with lived experience.

# COMPETENCY FRAMEWORK: Team Leader

## Thinking

### Skills

#### Problem Solving & Decision-Making

- ACT informed
- Decision Making
- Emotional Intelligence
- Intuitive
- Problem Solving

#### Numerical & Analytical

- Numerical
- Analytical

#### Systems & Processes

- Data Quality Management

#### Planning & Organising

- Time Management

### Experience & Knowledge

#### Systems & Processes

- Supporting Audit
- Policy Adherence
- Petty Cash Systems

#### Compliance

- Risk & Incidents
- Performance/ Key Performance Indicators
- Employee Relations
- Compliance & Quality

## Communication

### Skills

#### Effective Communication

- Diplomacy
- Negotiation
- Writing
- Conflict Resolution
- Accuracy
- Interpersonal
- Influential
- Listening
- Presentation

#### Planning & Organising

- Organisational

#### IT & Digital

- IT & Digital Literacy

### Experience & Knowledge

#### Compliance

- Boundaries & Risk

#### Effective Communication

- Writing & Presenting Information
- Conflict Resolution

#### Technical Competency

- 1-2-1 & Group Interventions

#### Collaboration

- Partner Relationships

#### Planning & Organising

- Recruitment
- On-Boarding and Induction

## Practical

### Skills

#### Effective Communication

- Supportive

#### Planning & Organising

- Administration
- Delegation

#### Technical Competency

- Asset Based Community Development
- Management Leadership
- Performance Management

#### Adaptability & Flexibility

- Informed Judgements
- Embracing Change
- Managing Complexity

#### Collaboration

- Collaborative working
- Relationship Building

### Experience & Knowledge

#### Compliance

- Safeguarding Level 3
- Health & Safety
- Information Governance
- Data Protection

#### Technical Competency

- Working to Leadership Qualification or Relevant Experience
- Effective Operational Leadership
- Case Management
- 1-2-1 & Group Interventions
- Industry Knowledge & Experience
- Trauma Informed Approaches

#### Collaboration

- Partnership Working