

Job Description and Person Specification

Job title	Housing Team Leader
Project base	Hertfordshire
Hours & salary	37.5 hours per week £32,192 - £37,916 per annum
Accountable to	Housing Manager

About Emerging Futures CIC

Emerging Futures began in 2014, born from a belief that recovery is possible for everyone, and that those who have walked that path should lead the way forward.

From modest beginnings, Emerging Futures expanded across the UK, to a growing and diverse team of staff and volunteers, many with lived experience themselves. Offering support to people affected by homelessness and drug and alcohol use, Emerging Futures has helped thousands through housing, coaching and therapeutic programmes.

Using compassion and courage, Emerging Futures believes that recovery is not just a word, it's a promise that anything is possible. Together, we're working for a world where everyone has somewhere to live, something to do, and someone to love.

About the role

As Housing Team Leader, you will be responsible for ensuring people being treated by local drug and alcohol services are safely housed in appropriate accommodation so they can focus on their treatment and recovery journey.

You will be responsible for ensuring recovery and treatment services are delivered safely and run in accordance with contract requirements and key deliverables. You will provide strong, visible operational leadership and inspire and motivate your team to aspire and succeed.

You will work with your team and external partners to assess individual needs, prepare people to move into accommodation and provide practical and psychological support to help them keep their accommodation.

You will work closely with health and treatment services, social enterprises, housing, education, and training providers to develop recovery services that move individuals from homelessness and addiction to purposeful, independent living in the community.

You will be required to work flexibly from different sites and be willing to work some evenings and weekends.

Principal duties and responsibilities

Leading those around you

You will assist with HR issues for your team and support the Housing Manager with recruitment, induction and training of staff and professional volunteers.

You will provide training, supervision and wellbeing support to ensure your team has the right skills to deliver services safely and efficiently with opportunities for career progression.

You will be responsible for the management and supervision of your team and ensure there are clear lines of accountability and responsibility across the team.

You will ensure staff are aware of expectations and targets, offering support and guidance when necessary.

Service delivery & performance

You will manage a caseload of clients and ensure residents are safe and supported to achieve their goals and move towards independent living.

You will manage referral pathways, assess the suitability of residents for housing and support both admissions and move on to other accommodation.

You will ensure systems are in place to collate, monitor and report performance data and will be responsible for completing quarterly monitoring reports for either EF or the local authority.

You will promote the use of volunteers and coaching opportunities across the service.

You will support the development of community-based activities for residents, including mutual aid, recovery support and employment and volunteering opportunities.

Finance

You will be responsible for the management of rent collection, housing benefit payments and Company Credit Card.

You will manage any financial risks that could impact your project, and the overall organisation.

Community engagement

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

You will work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

You will 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.

Health, safety, and risk management

You will ensure risk management and quality assurance policies are implemented.

You will ensure the safety of all staff, tenants and service users and maintain awareness of risks and changes in the working environment. You contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will ensure the effective implementation of and compliance with serious untoward incident, accident and safeguarding reporting, in line with policy and procedures. You will carry out investigations and implement lessons learned.

You will deal with issues and complaints raised by complying with EF's complaints processes.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do 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. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

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. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety

EF 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 & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and Experience

Essential	Desirable
<p>Full, clean driving license with access to a car.</p> <p>Experience of managing complex needs, substance misuse and/or housing services.</p> <p>Experience of managing adult social care and services within the third or public sector.</p> <p>Experience of managing, developing and supporting staff in a challenging and demanding environment.</p> <p>Experience of supporting individuals to initiate and sustain long-term health gains, their own tenancy and recovery in the community.</p> <p>Experience of developing partnerships and working collaboratively with other organisations.</p>	<p>Management or equivalent qualification.</p> <p>Experience of establishing and developing self-sustaining, recovery and harm reduction focused communities.</p> <p>Experience of motivating and inspiring unpaid staff and helping them to succeed in their professional role and personal recovery journey.</p> <p>Experience of delivering group-work and training.</p> <p>Experience of managing outreach and/or community development services.</p> <p>Specific experience of supporting staff with lived experience.</p>