



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

## Advice & Support Team Manager

<b>Job title:</b> Advice & Support Team Manager	<b>Team:</b> Advice & Support Team (AST)
<b>Accountable to:</b> Head of Advice & Support Services	<b>Line managing:</b> 3 Case Workers
<b>Salary:</b> £39,000 <b>Pension:</b> (5% employer contribution conditional on min. 3% employee contribution)	<b>Hours:</b> 35 hrs per week
<b>Disclosure:</b> Enhanced	<b>Contract:</b> Full time, Permanent

### Team description

Providence Row's Advice & Support service works with anyone experiencing homelessness in Tower Hamlets, including those sleeping rough.

The role of Advice & Support Team Manager is to oversee the day to day running of the AST service and offer line management and case management support to three case workers. You will hold a small case load and will engage with and support people who are experiencing homelessness.

You will have experience of delivering specialist support to vulnerable adults who have experienced homelessness and a knowledge of housing pathways and legislation. Enthused by the opportunity to manage a small team, you are willing to develop your skills in line management, supervision and case work management. You will live out our values of respect, compassion, empowerment, justice and inclusiveness, in your approach to your work.

### Key objectives for the role are:

1. Support the Head of Advice and Support through day to day operational leadership within the Advice & Support Team
2. Line management of 3 Case Workers.
3. Deliver excellent support to people who are sleeping rough or vulnerably housed, consistent with the values of Providence Row.
4. Carry out assessments, case allocation and support case workers with technical elements of their role, including case work management.

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5. To work seamlessly with the Providence Row Resource Centre Team and the commissioned Street outreach Team (St Mungo's).
6. Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work and contribute to the development and implementation of operational improvements.
7. Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work.
8. To manage & coordinate the borough's winter provision, alongside the local authority and partner agencies.
9. To provide quarterly contract monitoring reports, based on agreed KPI's and performance of the service and to attend contract monitoring meetings, alongside the Head of Advice & Support Services.

## **The role**

### **1. Support to Head of Advice and Support**

- Line management of three case workers
- Deliver the service in accordance with Providence Row, policies & procedures and values
- Work to service improvement objectives and team plans
- Contribute to the day to day management of the premises to ensure that facilities run smoothly for staff and service users
- Support management and other workers to manage any Incidents on site
- Contribute to partnership development
- Work alongside colleagues to ensure cross departmental support and appropriate support of shared clients

### **2. Client support**

- Contribute to the smooth running of the Centre to ensure Providence Row is an enabling environment
- Assist managers and the frontline team to review client related incidents and follow up on complaints
- To ensure all clients are given appropriate trauma informed advice & support to improve their situation
- Ensure safeguarding of vulnerable adults processes are followed, where necessary and work with the organisational safeguarding lead

### **3. Team support**

- Supervise three case workers
- Complete regular supervision, case work management and annual appraisals
- Contribute to the Providence Row assessment procedure
- Support colleagues with technical queries relating to case progression
- Attend training relating to housing advice and present the learning back to staff teams
- Ensuring the team are rehearsed in all policies and procedures
- Support the team to identify training for continued learning and development

### **4. Monitor and evaluate work, demonstrating impact**

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- Ensuring monitoring systems are up to date and that development is ongoing
- Assisting with the review of assessment and recording systems
- Working with other department leads on service user feedback collation
- Keeping accurate financial records of the teams expenditure
- Oversee Advice & Support Team contract monitoring reports for commissioners to ensure delivery against the service objectives and KPI's.
- Attend contract monitoring meetings alongside the Head of Advice & Support

#### 5. Partnership Work

- Work with the Head of Advice & Support to identify new partnerships while also developing existing arrangements
- Supporting the team with attendance at key networking events
- Contributing to the community engagement plan
- Contribution to fundraising and community events including open evenings

#### Other Duties

- Take on occasional pieces of work as agreed between the Advice & Support Team Manager and the Head of Advice & Support Services as required.
- Attend evening and weekend meetings and functions as required.
- Work in accordance with the Charity's values, guiding principles, policies & procedures.
- Engage in the charity's planning process each year, contributing to the continuous improvement of the Team

#### Person specification

<b>Knowledge and Experience</b>	
Knowledge of the duties owed to the homeless under the Part VII of the housing act 1996 as amended by the Homelessness Reduction Act 2017 and the Homelessness Act 2002	Essential
Experience of undertaking needs and risks assessments and establishing a housing history using an evidence based approach	Essential
Experience of presenting cases to local authorities for housing assistance	Essential
Experience of managing challenging behaviour in an assertive, positive and supportive way	Essential
Experience of the development, supervision and line management of peers, volunteers and staff to deliver against ambitious plans	Desirable
Experience of networking and managing relationships effectively with a range of partners from the voluntary, public and private sector.	Essential
The ability to maintain, update and implement monitoring and evaluation systems which demonstrate impact	Desirable
Experience of maintaining, implementing and reviewing well structured, clear plans.	Essential
<b>Attributes</b>	
Is emotionally resilient, self-aware and reflective.	Essential
Commitment to the core values of Providence Row.	Essential

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Ability to work outside of normal office hours as required	Desirable
<b>Competencies</b>	
The ability to work on own initiative, be self-administering, meet targets to required standards and work in the field in line with lone-working policies.	Essential
Ability to work in partnership with other staff (both internally and from external organisations) to achieve the best for our clients and the organisation	Essential
The ability to work under pressure, to organise and prioritise work and to deliver a high volume of tasks to a high standard and to deadline to meet individual targets, including responding to emergencies	Essential
The ability to take responsibility for professional development, attending training and keep up to date with changes in legislation and social care developments	Essential
Excellent verbal and written communication skills	Essential
Excellent IT skills	Essential
Excellent time management skills and the ability to work to deadlines	Essential

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