

Housing First Team Leader, London, September 2024 – Job Pack

Job title:	Housing First Team Leader
Department:	Client Services
Reporting to:	Housing First Manager
Salary:	£45,537 per annum
Hours:	35 per week
Location:	London-wide
Contract type:	Fixed Term until 14 th November 2025

Aim and influence

- Manage a team of coaches to deliver a Housing First service, offering person-centred, flexible, open-ended packages of support, advice and assistance to people who are/have been homeless so that they can access and maintain a safe and secure home of their own.
- Support the Housing First Manager to oversee Crisis' Housing First service and to build relationships with key stakeholders including voluntary sector and local authority partners, deputising at partner meetings in the Housing First Manager's absence.

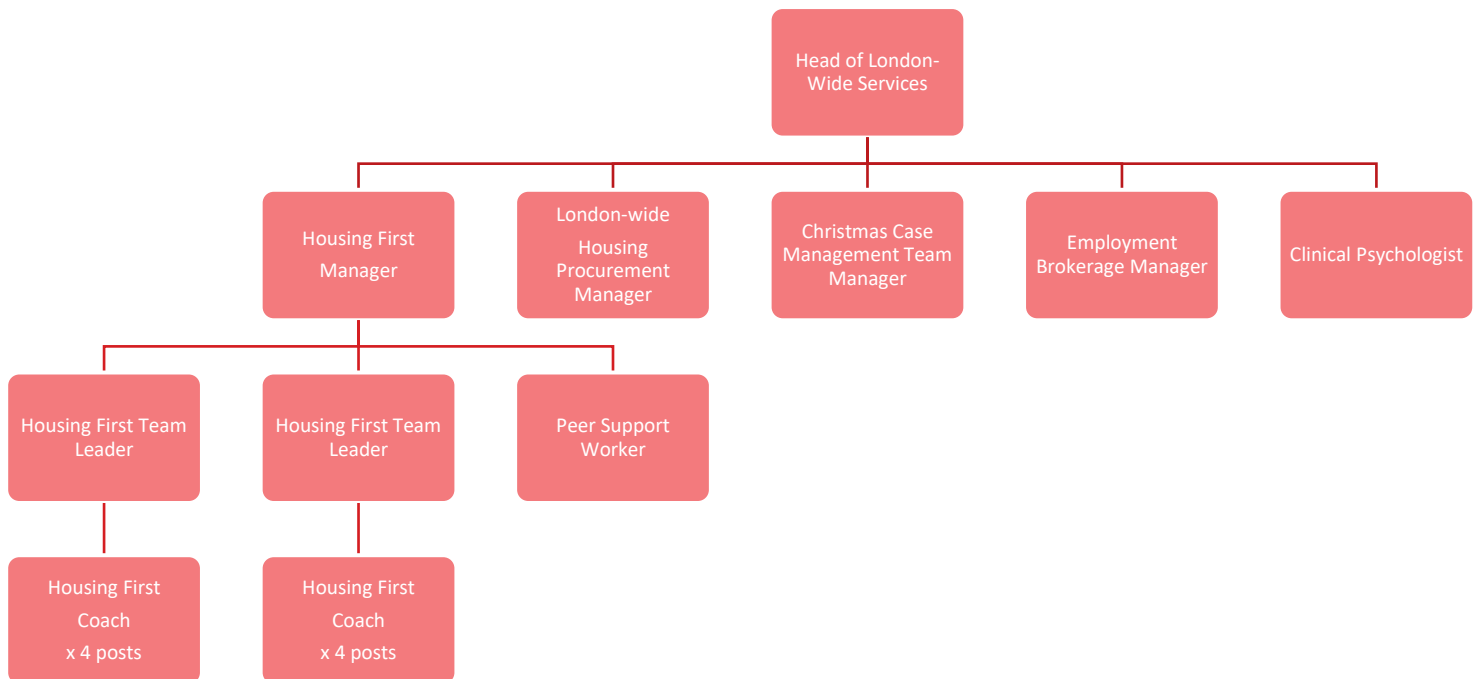
Financial and supervisory responsibility

- Manage and support a team of coaches and supervision of volunteers
- Delegated budgetary responsibilities included monitoring client spend against person budget

Other key details

- Up to 2 days working from home may be considered in line with Crisis' homeworking policy
- The role will be required to work flexible hours to respond to the fluctuating nature of the demands on the service and team members. This will include working over public holidays and some evenings and weekends
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

- Manage and motivate staff to provide a high-fidelity Housing First service
- Provide scheduled 1-1 supervision with the team, supporting coaches to identify and implement learning and development needs
- To oversee the collation of information relating to member's progress in support of the evaluation of the service
- Build relationships with a range of external agencies to maximise opportunities for members and provide links to most relevant support
- Provide opportunities to de-brief and ensure the timely completion of incident reports
- Ensure timely and accurate recording of member data in line with internal and external requirements, maintaining high standard of member files and records
- Collect outcome related information together with a cases studies and provide reporting information as necessary to fundraising, policy and other Crisis teams
- Liaise with partner organisations as necessary, including meetings with other professionals concerning members. This will include ensuring safeguarding concerns are appropriately reported.
- Support Crisis national and local campaigns and fundraising

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- Support in managing any risks and safeguarding concerns in the Housing First service and be able to demonstrate you are managing the risks
- Implement existing policies and procedures to ensure effective governance and safe delivery of services
- Promote member led service delivery, including the recruitment and support of peer mentors, and encourage members to contribute to the continuous improvement of the service
- Support the Housing First manager to ensure the service is fully staffed, including supporting to cover for colleagues' absences, and flexibly across evening and occasional weekends as required.
- For more information about our work please visit:
 - <https://www.crisis.org.uk/about-us/>
 - To see our work in action please visit:
 - [youtube.com/user/crisishomelessness](https://www.youtube.com/user/crisishomelessness)
 - twitter.com/crisis_uk
 - www.facebook.com/crisis.homeless
 - Registered Charity Numbers: E&W1082947, SC040094

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

1. Proven line management experience including managing employee performance, conducting supervisions, effective delegation and supporting professional development
2. Knowledge of Housing First and Housing Led approaches and their role in systems change across homelessness services
3. Experience working with homelessness, tenant/landlord, housing and social care legislation
4. Knowledge of the welfare system and entitlements.
5. Demonstrable Experience of working with socially excluded and/or vulnerable people and understanding barriers they face to bring about positive change.

6. Demonstrable experience of and a commitment to working in a trauma-informed way
7. Strong team player and ability to work on own initiative to effectively plan and organise work, including a high level of contact with members on a day-to-day basis, assessing priorities and meeting deadlines.
8. Proficient in the use Microsoft Office (including Word, Excel, & Outlook), databases and the internet
9. Proven experience of liaising with partner organisations including developing joint working opportunities and advocating for individual clients, including ensuring safeguarding concerns are appropriately reported.
10. Evidence of creative, innovative thinking and ability to encourage a solution-focussed approach and adaptability when working around new constraints and challenges.
11. Excellent interpersonal skills with the ability to engage with and motivate others
12. Experience of dynamic risk assessment and empowering staff to work within a risk-aware but not risk-averse culture, to maximise safety and opportunities
13. Commitment to Crisis' purpose and values including equality and social inclusion
14. Willingness to work flexibly and travel within London as required

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example

specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.