



Post: Support Team Leader

Department: Supported housing

Reports to: Support Service Manager

Working Hours: 37.5 hours per week

Salary: £35,295 per annum

Location: Coventry

About ACH:

ACH (Ashley Community Housing) is an award-winning social enterprise specialising in the economic, social and civic integration of refugees via accommodation and community-based training support.

Our vision

For all refugees coming to the UK to be successfully integrated into society with access to adequate accommodation, employment and education.

Purpose of job

The postholder will lead, develop and motivate a team of support practitioners to ensure that immediate pastoral resettlement support packages are developed and delivered to meet the specific individual needs of each tenant, which ultimately facilitates their moving towards living with a greater independence.

To take overall responsibility for the successful running of the support service as agreed. In line with the requirements of our regulatory bodies and company policies and procedures. To promote and ensure high standards of support and involvement opportunities for our tenants.

Key

Responsibilities

- Provide support, guidance and training to support team to ensure they are equipped with the tools and skills to deliver high quality support and involvement programmes in their area. This includes ensuring that ACH's internal quality framework for Involvement best practice, and relevant policies and procedures are followed. Train support team in Support Processes to ensure that Support Plans, Risk Assessments, Reviews, Exit Interviews are carried out within the required time frames.

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- Carry out monthly one to one's with staff and coordinate weekly or bi weekly staff meetings.
 - To line manage staff team and act as the first point of contact and to effectively manage, supervise and develop the support staff and any apprentices or volunteers.
 - Support the Housing Team in receiving new referrals and these being processed to ensure empty rooms are let. Work with the Housing Team to ensure that residents are aware of their responsibilities regarding rent payments and licence agreements.
 - Work with other ACH teams to maintain effective internal referral procedures for residents to engage with wider ACH services such as Training and Employability Support
 - To maintain an excellent standard of safeguarding practice and awareness throughout the service and staff team and to support staff on safeguarding issues. Working in line with ACH's Safeguarding Policy to follow up any safeguarding related issues and ensure they are dealt with effectively with appropriate referrals to safeguarding boards, local authorities social services and where necessary the Police.
 - To provide and seek training, support and guidance for staff and to implement staff training programmes. Ensuring all staff have completed any mandatory training and any training specific to service delivery.
 - Ensure that staff maintain Continuing Professional Development logs that record trainings undertaken.
 - Monitor support service ensuring that support plans and risk assessments are reviewed, evaluated and updated regularly. To ensure all paperwork is completed to a high standard and clear and concise records are maintained.
 - Regular monitoring of CRM, making use of data reports to ensure that support outcomes are being reached.
 - Carrying out quality audits of support service and report findings to management and make recommendations for service improvements. To ensure best practice through internal auditing and self-monitoring.
 - Provide regular information and reports for Committee and other stakeholders to demonstrate the impact of activities and outcomes achieved by the support team.

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- Complete monthly Support Service KPI Reports in line with ACH reporting procedure.
 - Recruit, induct, manage and motivate employees within the team, ensuring they are trained in the performance of their duties and appraised of their performance; organise, supervise and monitor their performance, thereby ensuring the provision of efficient, effective and high quality services. Dealing with all personnel issues in conjunction with the HR Manager as necessary. Maintain personal records on the HR database, manage holiday requests.
 - Represent ACH professionally to external stakeholders.
 - To work with the Support Service Manager and Head of Support and Housing to ensure effective administrative systems and procedures relating to the effective running of the support service are in place.
 - Where needed to cover support delivery for a small, designated caseload of residents.
 - If department is IAA registered maintain high-quality case management system in line with IAA Code of Standards.

This list is not exclusive or exhaustive, you may be asked to carry out other duties deemed necessary by your line manager.

Person Specification

This describes what is required of the role holder, and is split into five sections:

	Essential	Desirable
Qualifications		Educated to degree level or equivalent. Trained to OISC level 1.
Experience	Providing frontline support in an advice/guidance role. Experience of line management, leading on the organisation of projects or leading on service delivery.	Experience working with Refugees and Migrants. 1 year experience managing a team. Experience in supported housing sector
Knowledge	Knowledge of support service standards and procedures. Knowledge of UK institutions such as local authorities, DWP, Home Office. Knowledge of UK asylum system and resettlement programmes.	Local support networks available for refugees. Knowledge of management and HR practices. Knowledge of Trauma Informed Theory and Practice
Skills	Ability to manage a team delivering frontline support work. Excellent communication skills Excellent administrative skills. Building professional relationships with other departments in ACH / Training. Presenting to multiple audiences.	Skilled in front facing advice and guidance role. IAA qualification and ability to develop and maintain case management system.

	Strong IT skills and ability to use CRM Salesforce	
Personal Attributes	Pro active Good interpersonal skills. Ability to work under pressure and dynamic approach to role. Solutions focused	
Other		Full UK driving licence and access to a vehicle.