

Support Team Leader Job Description

Job title:	Support Team Leader
Contract:	Permanent
Hours:	35 hours per week
Salary:	£29,129-£31,530 (negotiable, dependent on qualification and experience)
Reports to:	Deputy CEO
Responsible for:	Support Workers
Location:	ORL Office

Appointment to this role will be subject to satisfactory references, proof of right to work in the UK and completion of an enhanced DBS check.

Summary of Role

The Support Team Leader will provide operational leadership for One Roof Leicester's Housing Support Team, ensuring residents receive safe, high-quality, person-centred support that promotes independence, wellbeing and successful move-on into long-term housing.

The postholder will lead and develop Support Workers, oversee support planning, safeguarding, case management, partnership working and quality assurance, and ensure services meet organisational values, contractual requirements and sector best practice.

Key Responsibilities

Leadership and People Management

- Lead, motivate, supervise and develop Support Workers through regular supervision, appraisals, induction, mentoring and learning support.
- Manage rotas, annual leave, service cover and staff wellbeing, promoting reflective practice and a positive, inclusive team culture.
- Ensure staff understand and follow organisational policies, procedures and quality standards.
- Oversee assessments, risk assessments and person-centred support plans, ensuring they are outcome-focused, regularly reviewed and accurately recorded.
- Promote independence, wellbeing, resident choice, tenancy sustainment and successful move-on planning.
- Ensure support reflects trauma-informed, strengths-based and psychologically informed practice.
- Review case files, audit support plans and ensure the Case Management System is used consistently and compliantly.
- Monitor outcomes, performance indicators and service trends, producing reports for senior managers, supporters and funders as required.
- Identify areas for improvement and contribute to service development and best practice.
- Promote safeguarding across the service and ensure concerns, incidents and investigations are managed promptly and appropriately.
- Support staff with complex or high-risk situations, ensuring robust risk management, professional boundaries, lone working and positive risk-taking where appropriate.
- Oversee referrals, admissions, occupancy, move-in and move-on arrangements across

supported accommodation.

- Work with the Property & Compliance Team on repairs, property standards, licence agreements, rent arrears and tenancy sustainment.

Partnerships, Volunteers and Compliance

- Develop effective partnerships with agencies, volunteers and internal teams to improve resident outcomes and service delivery.
- Support volunteer induction and positive volunteer engagement, ensuring safeguarding responsibilities are understood.
- Promote compliance with health and safety, GDPR, organisational policies, legislation and emergency procedures.

Finance and General Duties

- Manage resources responsibly, maintain accurate financial records and support budget, rent and Housing Benefit processes in line with ORL procedures.
- Attend meetings, undertake required training, maintain confidentiality and promote the values and reputation of One Roof Leicester.
- Undertake other duties reasonably required by the Deputy CEO.

Additional Information

- The role requires regular travel between One Roof Leicester properties and partner organisations.
- Occasional evening or weekend work and some manual handling may be required.
- The postholder must undertake training appropriate to the role and participate in an on-call rota should one be introduced.

This job description outlines the principal duties and responsibilities of the role. It is not intended to be an exhaustive list and may be amended following consultation to reflect the changing needs of One Roof Leicester and the people we support.

Person Specification

	Essential	Desirable
Qualifications	• Level 4 qualification (or equivalent) • Maths and English GCSE (Grade C/4 or above)	• ILM Leadership qualification • Safeguarding qualification • Mental Health First Aid • Housing qualification (CIH)
Experience	• Leading or supervising staff • Managing budgets • Managing complex casework • Safeguarding adults	• Supporting people experiencing homelessness or multiple disadvantage
Skills and Knowledge	• Excellent IT skills (MS Office) • Excellent written and oral communication skills • Producing reports and monitoring outcomes. • GDPR. • Health and Safety	• Homelessness legislation • Supported housing experience. • Trauma-informed practice. • Strengths-based approaches. • Psychologically Informed Environments (PIE). • Working with substance misuse, offending or mental health services.
Aptitudes and abilities	• Motivated, adaptable, perseverant and accurate • Passion for service excellence and continuous improvement • Coaching and mentoring • Building and effectively working with multiple agencies • Acts in a professional manner, maintaining ORL's reputation • Understands and works to agreed quality and service standards • Ability to adapt, develop and implement services • Commitment to ongoing learning and professional development	• Confident public speaker • Equality, Diversity & Rights: Promotes equality and diversity, upholding the rights of clients, staff and volunteers • Full, clean driving license