

Job Title:	Team Leader	Job Category:	Care and Support
Department/Group:	Client Services	Job Code/Req#:	
Location:	Providence House/3, Three Colt Street	Travel Required:	N/A
Level/Salary Range:	£ 33,367.88	Position Type:	Full Time; 40 Hours Per Week including regular weekends and occasional sleep-in duties.
Reports To:	Contract Manager	Date Posted:	11/05/2026
Responsible For:	Staff Team and Residents	Posting Expires:	25/05/2026
External Posting URL:	None		
Internal Posting URL:			
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: Team Leader		MAIL: Providence Row Housing Association 15A Kelsey Street, London E2 6HD	
Benefits:			
<ul style="list-style-type: none"> • Pension Scheme – We offer a group stakeholder pension scheme with 3% employer's contribution; employee contribution is 5% • Holidays - Employees receive up to 22 days annual leave plus bank holidays rising with long service • Medical – we provide a "Cash Back" Scheme for a range of services such as dental, physio, chiropody, health& wellbeing • Training Programmes – We provide comprehensive training to our employees to enable them to grow in their career and achieve their professional aspirations. 			

- Season Ticket Loans – We offer interest-free season ticket loans after successful probation
- Life Assurance - Upon death whilst in service, a Death in Service payment may be made according to the scheme rules. The payment covers 3 times of the employee's annual salary.

Diversity Statement:

At Providence Row, we hold a clear belief of inclusion in all dimensions with residents and workers: LGBTQ+, ethnicity, gender, generations, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, with our community together.

About Providence Row:

Providence Row was founded in 1860, and provides and manages c.500 social homes across Tower Hamlets, Hackney and the City of London. We are committed to our East London roots, helping cases of residents suffering from a variety of trauma.

Providence House

Providence House provides accommodation and support to older homeless men and women with complex needs in Tower Hamlets and the City of London. Within our Psychologically Informed Environments service users are supported using the Recovery Model to stabilise their mental health and substance use, establish networks of support, manage their health and welfare, and move on to either higher support, independent or lower support accommodation.

Your responsibilities: Job description:

- Within the framework of a 'psychologically informed environment' work alongside the staff team to create and maintain a safe and welcoming environment.
- To deliver/oversee an EHM/support service to residents of 3, Three Colt Street, which is adjacent to Providence House. In agreement with the housing team, all residents to have a support plan that takes into account individual needs and aspirations and where applicable residents are linked into specialist support services. To ensure that the vulnerable adult list for 3, three Colt Street is maintained.
- Partake in support networks, training, and employment opportunities.
- Deputise for the manager.

- Working regular week ends and occasional sleep-in duties (an additional £50 will be paid for sleep in shifts).
- To participate on the on-call rota across PRHA supported accommodation.
- Implement equal opportunities in daily work, ensuring diversity and cultural needs are respected, and discrimination or harassment is challenged.
- To provide support, supervision, reflective practice and coaching to Support Workers who are key working those with particular complex substance misuse and mental health needs.
- To promote and embed a culture of demonstrating compliance for all health and Safety regulations, e.g., room checks, damp & mould, safeguarding etc.
- To ensure residents are safeguarded from abuse and promptly report safeguarding concerns through the line management structure.
- To promote and embed a culture of resident involvement e.g., house meetings, change meetings, activities, policies & procedures input, recruitment, etc.
- To promote best practice in communication, escalation of risk, facilitation of MDTs with social workers, personal advisors, psychiatric services, education services, immigration, GP's, relatives and significant others.
- To promote and embed best practice in referral management, risk management, ensuing all needs assessments identify skills and abilities, then develop and regularly review holistic person- centred support plans using the outcomes star to track progress.
- To promote and embed a culture of continuous improvement ensuring records are to a good standard and demonstrating compliance on residents' aspirations, contract and organisation requirements, all H&S, financial and legal policy/procedure.
- To maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
- Act in accordance with PRHA's financial Policies and support service users, helping residents with financial difficulties of their own.
- Represent PRHA at any relevant meetings, promoting the work.
- Perform additional tasks according to the Line Manager.

Person Specification Competencies

1. Knowledge and understanding of the support needs of those who have had significant difficulties affecting their ability to live independently, linked to substance misuse, poor mental, physical or sexual health; institutionalisation; having spent long periods of time rough sleeping; childhood or adulthood trauma;
2. Experience of supporting staff to identify and assess needs and risks (within a framework of positive risk taking) and developing user led support and risk management plans.
3. Ability to Deputise for the manager in their absence
4. Ability to deliver an enhanced Management services to 3, Three Colt St. including building & Health and Safety checks, sign posting and support to resident's queries etc
5. Ability to support best practice in the collation of evidence and data for monitoring purposes
6. Ability to support and supervise staff, setting clear targets, enabling development and managing performance as required, awareness of and ability to identify and address health and care issues with partners, especially substance misuse, mental health, etc.
7. Ability to develop professional relationships with external and internal partners, and share expertise and learn from colleagues in health, social care, probation and voluntary sector etc.
8. Experience of responding to challenging behaviour in a safe way.
9. Experience of working with housing management, budgets, and managing staff.
10. Basic understanding of the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to working within this model
11. Knowledge and practical application of current adult safeguarding requirements.
12. Ability to cover late and early shifts and every other weekend. Also, to cover shifts including nights in an emergency.
13. Ability to participate in the on-call rota
14. Knowledge of computer applications, compiling reports both qualitative and quantitative, case studies etc.

**Reviewed
By:**

Mary Kneafsey

Date:

11/05/2026

Approved By:		Date:	
Last Updated By:		Date/Time:	

Need more information?

Visit our website <https://prha.net/> for more information.