

Job Title:	Team Leader	Job Category:	Care and Support
Department/Group:	Client Services	Job Code/Req#:	CS/03
Location:	Daniel Gilbert House (DGH) E1	Travel Required:	Yes
Level/Salary Range:		Position Type:	Full Time 40 Hours Shift Work including Evenings and Weekends
Reports To:	Service Manager	Date Posted:	--
Responsible For:	Night Support Workers	Posting Expires:	--
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: DGH Team Leader vacancy		MAIL: Providence Row Housing Association 15A Kelsey Street, London, E2 6HD	
Benefits:			
• 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 PRHA, we believe strongly in inclusion across all demographics, for residents and staff alike: LGBTQ+, ethnicity, gender, age, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, with our community, together.

About PRHA:

Providence Row has a long history of supporting people in Tower Hamlets: the first night shelter opened in 1860, and Providence Row Housing Association was created in 1975 to continue this work. We remain committed to our East London roots, helping residents who have a variety of support needs, often resulting from a history of complex trauma. Holding a satisfaction level of 92% in 2022, we work alongside Grounded Eco-therapy for recovery of people and places, and we pride ourselves on offering person-centred and trauma-informed support.

Job description:

Working at Team Leader at Daniel Gilbert House – supporting people experiencing multiple disadvantage by delivering high quality services that meet PRHA's service standards, aims, objectives, and performance targets.

Your responsibilities:

- Provide day-to-day operational support alongside the Deputy Manager and Contract Manager.
- Use risk management procedures to respond to incidents and ensure that the service remains safe, for residents, staff and visitors alike.
- Within the ethos of psychologically informed environments, ensure a comfortable and welcoming environment for residents, and support staff to build trusting relationships with residents, in order to empower them towards recovery.

- Support the referrals and assessments of new residents, ensuring that the project meets their needs, and that they receive the support they need in order to move to longer-term accommodation.
- Implement equal opportunities in daily work, ensuring diversity and cultural needs are respected, discrimination, or harassment is challenged, and safeguarding is in place.
- Conduct resident meetings, promoting involvement with services and social and educational opportunities.
- Support the team to improve their partnership working with social workers, personal advisors, psychiatric services, education services, immigration, GP's, relatives and significant others.
- Prompt the accurate recording of relevant records.
- Supervise the night staff, providing appropriate supervision, performance management, training and appraisals.
- Manage the rota to ensure minimal disruption to support due to sickness absence and annual leave.
- 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 Contract Manager.

Your background:

- Minimum of 12 months experience working with people experiencing multiple disadvantage, especially in crisis situations.
- Self-motivated, working with the residents where necessary.
- Able to identify support gaps, and generate a positive connection with external services, for the benefit of residents.
- Able to understand and properly utilise Health and Safety practices.
- Able to maintain appropriate recording and filing systems.
- Knowledge of computer applications and other industry-specific software.

- Willingness to respond to on-call emergencies for PRHA residents.
- Experience with housing management, budgets, and managing staff.
- Knowledge of housing and social care law.
- Strong passion for cooperation and customer service.

Reviewed By:	Contract Manager	Date:	25/09/2026
Approved By:	Assistant Director Client Services	Date:	--
Last Updated By:	Contract Manager	Date:	25/09/2026

Need more information?

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