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Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Team Manager
Delegated Authority:	Level 7
Team:	Westminster Floating Support
Responsible to:	Regional Services Manager
Responsible for:	Floating Support Workers, Lead Workers

Job purpose

SHP Westminster Floating Support Service is funded by Westminster Borough to provide holistic, dynamic support to residents of Westminster. The aim of the service is to assist a wide range of residents to sustain their accommodation and link into appropriate services to enable them to maximise opportunities to lead fulfilling lives.

You will be working within a trauma-informed, strengths-based framework, to ensure that the client's needs and aspirations are at the centre of service delivery.

You will work in a holistic and flexible way to ensure staff are well supported and to ensure that all aspects of the service are delivered to the highest standards, that they are fully compliant with organisational values and contractual requirements and that they reflect current good practices.

The Team Manager will be part of the Westminster Floating Support Management Team overseeing the delivery of multi-disciplinary services that cover a broad range of presenting needs. The Team Manager will work closely with other members of the management team to ensure there is cohesive and joined-up service delivery.

The Team Manager will also support the management of referrals coming into the project.

Key accountabilities

Referrals And Support Planning

- To co-ordinate referrals into service, support with carrying out initial support and risk assessment and establishing best practice standards of assessment and support planning across the service.
- To work in partnership with the client and any significant others involved in their support, to ensure assessed needs are translated into action plans and agreed goals. All support plans will be client-led and reviewed regularly to ensure they are relevant to the client's changing needs.
- Assist clients to access support services and to meet their needs, considering proactive approaches with services and institutions across the community, and act as an advocate for the client.

Risk Assessment And Management

- To support the team to produce comprehensive and high-quality risk assessments and risk management plans.
- To minimise risks to clients by identifying, reporting and following up any safeguarding concerns and incidents.
- To ensure that staff undertake necessary risk management training and understand their responsibilities within SHP's procedural framework.

Partnership Working

- To liaise with external agencies to ensure clients are offered a full and holistic package of support.
- To work with the wider Westminster support Network to share best practice and to contribute towards wider data collection.
- To work effectively with SHP staff in other teams to ensure best practice is identified and shared.
- To build a network of resources to support the delivery of the structured activity programme.

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- To demonstrate effective multi-agency working - which benefits both SHP and our clients. Representing the services and the organisation as a whole via attendance at relevant meetings and forums.

Service Delivery And Developing Best Practice

- To actively direct team members in their day-to-day work to ensure that clients receive a consistent, high quality and responsive service.
- To ensure that each client has an individual package of support with an up-to-date support plan and regular formal and informal key working.
- To lead on coordinating a joint up response with statutory services, as well as directing a variety of approaches for non-engaging clients.
- To lead on managing and reporting incidents to Westminster commissioners.
- To direct the team in seeking client feedback on services and ensuring that this is reflected in service design and delivery.
- To actively direct team members in ensuring the service operates effectively, that codes of professional conduct are adhered to and that all staff maintain high-quality standards of work practice.
- To develop and work on research projects that enables the project to feedback in wider projects for possible system change

Service Utilisation

- To maintain positive working relationships with Westminster Council and external stakeholders
- To take direction from the senior manager regarding processes related to the management of the referrals into the scheme and assessment of client needs prior to placements commencing.
- To ensure that all referrals are assessed and accepted/rejected in line with policy and procedure.
- To oversee referrals ensuring that they meet the criteria and service specifications and that referral agencies are aware of the project and its selection criteria.
- To be led by the senior manager in overseeing move-on targets as detailed in the service specification and be responsive to the priorities of the local authority.

Information Security & Data Protection

- To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.

Teamwork

- Actively responsible for individual and service aims and objectives by active participation in team meetings, supervisions and appraisal and training to ensure a cohesive and professional working environment at all times.
- To work as part of a diverse multi-disciplinary team, sharing information, skills and supporting colleagues to access the interventions they need for their clients.
- To attend 1:1 supervision meeting, providing feedback and taking responsibility for your own continuing professional development.
- To represent the team and SHP by being professional and working with the values that SHP hold central to the provision of a high-quality service.
- To actively lead and direct the team in their day-to-day work, ensuring all clients receive a consistent, high quality and responsive service.
- In partnership with the Senior Manager, identify and implement flexible approaches to working with the client group, in order to best promote and advance their progress.
- To develop the staff team in a psychologically informed way within the core model of service delivery.
- To take part in peer-led group development across SHP services.

People Management

- To ensure that staff and volunteers are managed, valued and developed in line with relevant policies and procedures so that they function as a high-performing team and are developed and encouraged to fulfil their potential.
- To ensure that staff annual leave is managed in line with Annual Leave and other leave and sickness policies and procedures.
- To support good team communication and morale and actively support individuals in their day-to-day tasks and support the Senior Manager in ensuring that conflict is managed supportively and in line with relevant policies and procedures.

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- To provide regular supervision for team members in relation to their work, ensuring that targets set are monitored and reviewed in line with policy. Assess training and development needs and ensure that identified needs are met within budgetary constraints.

Health & Safety

- Complying with organisational and service policies & procedures around safe working practices for staff and clients.
- To actively support the Service Manager in the appropriate management of client, visitor and occupational health related risks.

Financial Management

- To adhere to and ensure staff adherence to financial procedures at all times.
- To support the Senior Manager in ensuring that the service represents value for money and operates within budget.

Miscellaneous

- To undertake reasonable additional tasks and responsibilities as directed by the Senior Manager.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- An Understanding of how to provide effective staff management and demonstrable ability to manage staff performance and motivate staff members to perform effectively.
- An understanding of, and ability to implement an appropriate use of legal frameworks such as the Care Act and the Mental Capacity Act.
- Understanding and experience of working with the issues faced by people who experience mental ill health, substance use issues, and who have offending histories, in accessing the appropriate support from services.
- A good and current understanding of safeguarding issues and procedures
- An understanding of the importance of professional integrity in relationships with clients, peers and other relevant professionals.
- Experience working as part of a multi-agency partnership to address complex problems and bring about positive change
- Experience of staff and service management and demonstrable ability to manage staff performance and motivate staff members to perform effectively.
- Experience and an in-depth understanding of the principles and delivery of risk and needs assessment, safeguarding vulnerable adults within a strengths model, and the ability to share this and support others to deliver this.

Skills and Abilities

- Strong interpersonal skills and ability to communicate clearly and positively influence a variety of audiences, including senior officers and multi-agency partners, both verbally and in writing
- High level of personal organisation with the ability to plan and prioritise own work as well as coordinating projects.
- Resilience and determination to overcome obstacles and find creative solutions.
- Able to use IT systems including Word, Excel, databases and reporting tools.