

Housing Team Leader – Job Description

Contract type	Permanent
Salary (FTE)	£32,000 plus competitive benefits
Working hours	Monday – Sunday, 37.5 hours per week
Accountable to	Head of Housing South
Responsible for	Local Housing team
Location	Dartford / Tunbridge Wells
Holiday entitlement	25 days plus 8 public/bank holidays (pro rata for part-time)
Key Relationships	Residents, Staff, Partner Agencies and other YMCA users

Purpose of this role

YMCA Thames Gateway offers support and accommodation to young people in need and children in care. The service aims to help young people develop the skills and knowledge to be able to live independently and improve their life chances.

The Team Leader will manage a team of Housing and Support staff in Dartford/Tunbridge Wells, ensuring the high-quality support of residents is provided in a regulatory compliant way.



Main duties & responsibilities

Key Areas	Description
Leadership	<ul style="list-style-type: none"> • Create and maintain a positive work culture • Identify gaps within the service delivery, and exercise problem solving to try and resolve them • Work collaboratively with other Managers and Leaders across the business • Provide an escalation pathway for staff • Develop staff in line with their career goals
Staff Management	<ul style="list-style-type: none"> • To lead a team of full and part-time staff, including supervision and performance management in line with Association policies and procedures • To be responsible for the recruitment and training of staff • To direct and coordinate the team with matters of support, housing management, welfare, tenancy administration and customer care.
Housing Management	<ul style="list-style-type: none"> • To ensure the smooth-running of the campus, providing appropriate support and supervision of residents to maintain a healthy and balanced housing community • Ensure that voids are turned around within target and that income collection is maximised • Ensure that complaints are dealt with effectively, within target and that 'lessons learned' are built into future service delivery • Be an integral member of the team and to undertake any duties from time to time to assist the team or other departments for the overall benefit of the residents. This may include practical duties, including clearing belongings
Health and Safety	<ul style="list-style-type: none"> • Observe health & safety procedures in the workplace to ensure personal safety and the safety of colleagues and customers • Ensure appropriate risk assessments and risk management plans are in place to ensure that the service is delivered in a safe and complaint way
Safeguarding	<ul style="list-style-type: none"> • To be aware of and to manage safeguarding within the scope of role and to guide the team to ensure safeguarding policies and procedures are effective, up to date and adhered to • Facilitate regular reflective practice session to ensure good practice and lessons learned are built into service delivery •
Resident Involvement	<ul style="list-style-type: none"> • To encourage residents to take part in making decisions about service delivery and the services that they receive • Work with colleagues to collect feedback about the service • Ensure that local resident involvement plan is implemented



Partnership Working	<ul style="list-style-type: none"> • Develop positive working relationships with key stakeholders to ensure that contractual obligations are met • Work in partnership with other support agencies to ensure that the needs of residents are met and that service delivery is enhanced • Represent the organisation at local community meetings and events such as Safer Neighbourhoods Panels and Housing Forums to improve community relations and encourage open communication.
Customer satisfaction	<ul style="list-style-type: none"> • Be proactive in the development and improvement of services to meet customer needs • Develop good working relationships with other departments • Provide clear, prompt and comprehensive advice to residents
Monitoring	<ul style="list-style-type: none"> • Ensure that caseload management systems are kept up to date • Prepare information for use in monitoring and evaluating the service • In association with the senior management team, review and implement policies and procedures relating to the service • Take part in contract and regulatory monitoring meetings
Regulation	<ul style="list-style-type: none"> • Ensure that the service operates in a way that meets the requirements of Ofsted regulation • Work in a way that ensures that the contractual obligations contained in the Kent County Council 'Children in Need' contract.

General

- There may be occasions when the post holder may be required to work at any other of the YMCA TG sites/offices in line with service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to YMCA TG policies and procedures in particular Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act.
- All staff have a responsibility to participate in the YMCA TG Individual Performance Review Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Confidentiality

In the course of your employment you will have access to confidential information relating to YMCA TG business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the YMCA TG interests. Information which may be included in the category which requires extra consideration covers both access and to the general



business of the YMCA TG and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

General Data Protection Regulation (GDPR)

YMCA TG is registered under the General Data Protection Regulation (GDPR) 2018. You must not at any time use the personal data held by YMCA TG for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the General Data Protection Regulation then you must contact the Corporate Services Manager.

Safeguarding

YMCA TG is serious about safeguarding. The YMCA TG is committed to protecting the welfare of all children, young people and those adults who may be at risk of harm, as they participate in its services and/or activities. There are policies and procedures across our businesses to ensure a focus on the safety of children, young people and those adults who may be at risk of harm. Employees and volunteers throughout YMCA TG are responsible for ensuring they are familiar with these and new employees and volunteers are appropriately inducted. Any concerns in relation to Safeguarding should be reported to departmental Safeguarding Leads in the first instance and/ or escalated to the Executive Safeguarding Lead.

You will be required to register with the DBS update service.

Equal Opportunities

YMCA TG is an Equal Opportunities employer and all employees are required to abide by and promote the policy and code of practice, as well as being aware of and operate within all relevant legislation.

Health & Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under YMCA TG and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

Financial Regulations

All staff are responsible for security of the property of the YMCA TG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.



KEY - evidence assessed by**A** = Application form/CV**I** = Interview**T** = Testing/Assessment**P** = Presentation**Person Specification – Young Futures Officer**

No.	Criteria	Essential	Desirable	Assessed By
Education / Qualifications				
1	A good basic level of numeracy and literacy skills.	X		A/T
2	A Level 2 qualification in youth work, housing or similar area, and the ability to work towards Level 3	X		A
Experience				
3	Managing and leading a successful team in a housing or support setting	X		A/I
4	Balancing competing priorities	X		A/I
5	Exceeding key performance indicators	X		A/I
6	Working with young people to develop their independence	X		A/I
7	Working with children in care		X	A/I
8	Involving service users in influencing and shaping the services that they receive	X		A/I
9	Working in an externally funded service		X	A/I
Knowledge, Skills & Abilities				
10	Awareness of trauma informed practice		X	A/I
11	Understanding of the challenges faced by children in care and young people	X		A/I
12	Knowledge and understanding of safeguarding	X		A/I
13	Ability to empower and motivate staff to succeed	X		A/I
14	Resilient when dealing with difficult and challenging situations	X		A/I
15	Able to build internal and external partnerships to improve service delivery and customer service	X		A/I
16	Understanding of Ofsted supported accommodation regulatory framework		X	A/I
17	Able to use IT systems to enter accurate data and keep upto date records	X		A/I
18	Values equality, diversity and inclusion	X		A/I

19	Able to work unsocial hours including evening and weekend duties. Where necessary to work bank holidays (including Easter and Christmas), these requirements will be agreed, wherever possible in advance.	X		A/I
Personal Qualities				
20	Strive for excellence	X		A/I
21	Self-motivated to succeed and enjoy motivating others	X		A/I
22	Honesty & Integrity.	X		I
Other				
23	Use of car for work purposes		X	A

