



### **Our Vision**

**Life is great for children and young people**

### **Our Mission**

**Provide a range of support services for children and young people who have not had a fair deal in relation to housing, homelessness, mental health and participation**

### **Our Ethos**

**We need each other to make life work**

### **Our Values**

**We make our own choices**

**We take risks**

**We make mistakes and learn**

**We recognise our differences and challenge judgments**

## MACS SUPPORTED HOUSING SERVICE

### JOB DETAILS

<b>Job Title:</b>	Team Leader
<b>Funding:</b>	Funded by the Supporting People Housing Executive & Trust
<b>Conditions:</b>	Full Time, Fixed Term Maternity Cover (up to 12 Months subject to staff member returning)
<b>Responsible to:</b>	Supported Housing Manager
<b>Location:</b>	9 English St, Downpatrick BT30 6AB 190 Longstone St, Lisburn BT28 1TT
<b>Hours of Employment:</b>	Full Time: 35 hours per week (shift work). Shifts include evenings, weekends and bank holidays. Shift patterns may be subject to change. Provision of on call support.
<b>Holidays:</b>	30 days per annum
<b>Salary:</b>	£24,799 per annum

**It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).**

# **JOB DESCRIPTION / PERSON SPECIFICATION**

## **ROLE OVERVIEW**

MACS Downpatrick provides Supported Housing to 3 care experienced Young People aged 16-21 from SE Trust Areas (up to 2 years), 3 Young People aged 18-21 who have been assessed as homeless by Downpatrick NIHE (up to 2 years), 2 Young People aged 16/17 and have been identified as homeless by Downpatrick NIHE (10 Day UNOCINI Assessment Accommodation). We support young people to build the skills and confidence to maintain their own homes. Young people live with us for up to 2 years before moving on to their own tenancy in the community. The Team Leader will work in conjunction with the Housing Manager to maintain and develop the Supported Housing Service.

## **CORE DUTIES AND RESPONSIBILITIES**

- To lead and manage a team of Housing Support Workers and Sessional Staff
- Participate in the management, review, planning and development of the Supported Housing Service in conjunction with the Housing Manager
- To develop strategic and operational alliances with local stakeholders
- To ensure staff work in accordance with the shift patterns employed by the service
- To ensure delivery of the supported housing service, on a day to day basis, to the agreed standards (QAF, RQIA, NISCC)
- To ensure that the Child Protection, Vulnerable Adult and Lone Worker policies are implemented to safeguard young people and staff
- To ensure adherence to organizational policy and procedure, paying particular attention to those in relation to Housing
- Evaluate and monitor agreed targets as set out in the Supported Housing Service Balanced Scorecard and participate in all meetings relevant to the Supported Housing Service
- To support the development of social pedagogy as an approach to practice within your team

- To lead the development of volunteers in housing in partnership with MACS Wellbeing Support Service
- To actively promote and engage in MACS young people's participation and staff's Health and Wellbeing Strategy
- Promote staff development and effective teamwork in relation to training, good practice, innovative thinking and to consult on organizational policies and procedures
- To facilitate regular team meetings and support management at Service Days
- To actively engage in and promote organizational sub groups, activities and events
- To co facilitate training, induction and supervision for Housing Support and Sessional staff in conjunction with the Housing Manger or Senior Support Worker
- In conjunction with the Housing Manager, ensure that housing staff provide appropriate levels of support for young people based on assessed needs and safety concerns
- In conjunction with the Housing Manager, assist staff in planning and implementing agreed support and safety plans for young people that are appropriate and comprehensive and that include out of hours support and guidance
- In conjunction with the Housing Manager, ensure that appropriate professional records are maintained and that an open access policy for young people to their files is adhered to
- Co-ordinate and implement an ongoing programme of group work for young people in the Housing Service, this includes fortnightly House Meetings
- Conduct monthly audit of Housing files to ensure that appropriate professional records are maintained in conjunction with QAF and RQIA standards and in line with Health and Safety and Fire Standards
- Conduct regular reviews with Young People receiving support in order to monitor practice and Young People's satisfaction with service provision
- Support a small number of young people on a 1:1 basis at any time and provide cover when housing workers are on leave (as and when required)

- To complete staffing rotas and ensure the rotas are managed so that an appropriate level of staff cover is provided at the service at all times
- To ensure young people are aware of and have access to other MACS Services
- Ensure prompt completion of incident reports and communicate these to Housing Manager
- In conjunction with the Housing Manager, participate in the preparation, planning and monitoring of budgets for the Supported Housing Service
- To ensure that Housing Benefit is secured, monitored and manager for all relevant young people living in the service
- Ensure that MACS databases are updated on a regular basis
- To complete the competency framework with Support and Sessional staff
- Manage a process of formal and informal supervision and annual appraisal for Support Workers and Sessional Staff
- In conjunction with the Housing Manager, ensure your team have an up to date annual team and individual training plan in place
- In conjunction with the Housing Manager, ensure annual fire audit is completed and action planned accordingly
- Undertake any other duties as required

### **PERSONAL REQUIREMENTS**

- The ability to build plan and prioritise workload

- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good Time keeping skills
- To represent MACS in a professional manner

## **PERSON SPECIFICATION**

<b><u>SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER</u></b>
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<b>CRITERIA 1</b>	
<p>3 years experience of working with young people aged 16-25 in a supported housing or similar environment</p> <p><b>Or</b></p> <p>Degree in Social Work, youth and community Work or similar</p> <p>2 years experience of working with young people aged 16-25 in a supported housing or similar environment</p>	<b>ESSENTIAL</b>
<b>CRITERIA 2</b>	
Understanding of the strategic direction of MACS and the day to day running of a Supported Housing Service	<b>ESSENTIAL</b>
<b>CRITERIA 3</b>	
Ability to manage and lead a team who support Young People transitioning into adulthood and independent living	<b>ESSENTIAL</b>
Can promote resilience and compassion in a team context	<b>ESSENTIAL</b>
<b>CRITERIA 4</b>	
Can develop your own approach to practice based on reflection and feedback	<b>ESSENTIAL</b>
To make your own decisions and work under pressure	<b>ESSENTIAL</b>
<b>CRITERIA 5</b>	
A full current driving licence and access to a car is required so as to be able to meet the requirements of the post in full	<b>ESSENTIAL</b>