



### **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 & Southern Trust
<b>Conditions:</b>	Permanent
<b>Responsible to:</b>	Integrated Services Manager
<b>Location:</b>	99-101 Canal Street, Newry, BT35 6DX
<b>Hours of Employment:</b>	Full Time: 37.5 hours (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 & pension at 4% of salary

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

## **JOB DESCRIPTION / PERSON SPECIFICATION**

### **ROLE OVERVIEW**

Newry Housing provides supported housing for 7 young people leaving care aged between 16 and 21. 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 Integrated Services Manager to maintain and develop the Supported Housing Service.

**This Job Description demonstrates the job role, who you will be accountable to in carrying out your duties and an explanation of why.**

<b>Job Role</b>	<b>Accountable to</b>	<b>Why</b>
To lead and manage a Housing Team including completion of formal and informal supervisions in conjunction with the Integrated Services Manager.	Young People Team Integrated Services Manager Service Manager	To promote best practice in supporting young people and ensure the smooth running of a Housing Service
Participate in the management, review, planning and development of the Supported Housing Service in conjunction with the Integrated Services Manager.	Young People Integrated Services Manager Service Manager RQIA and Supporting People	To ensure expected standards are maintained alongside developing the service to meet the needs of Young People.
To develop strategic and operational relations with local stakeholders and relevant partners	Young People Health and Social Care Trust Supporting People RQIA External organisations	To deliver high quality services in partnership with stakeholders to improve outcomes for Young People.
To develop, implement and review a rota to best meet the needs of the service.	Young People Staff Team Integrated Services Manager Service Manager	To ensure consistency and continuity of care for Young People and the health and wellbeing of the team.
To ensure that the Child Protection Safeguarding Adults and Lone Worker Policies and Procedures are implemented to safeguard young people and staff.	Young People Staff Team Health and Social Care Trust Integrated Services Manager Service Manager RQIA Supporting People	To ensure Young People are safe and protected. To ensure statutory requirements are met. To ensure staff are supported and kept safe.
To ensure adherence to the organisational policy and procedure, paying particular attention to those in relation to housing. To participate in and consult with the team in relation to the review and	Young People Staff Team Health and Social Care Trust Integrated Services Manager Service Manager RQIA Supporting People	To ensure fairness and equality of service for young people. To ensure the delivery of high quality services in line with statutory requirements and standards.

implementation of Policy and Procedure.		To promote the team's participation in the development, implementation and review of policy and procedure.
Evaluate and monitor agreed targets as set out in the Supported Housing Service Balance Scorecard. Participate in all meetings relevant to the Supported Housing Service.	Health and Social Care Trust Supporting People Integrated Services Manager Service Manager	To ensure targets are being met and maintained.
To support the development and implementation of social pedagogy as an approach to practice within the team.	Young People Staff team Integrated Services Manager	To offer young people alternative ways of gaining support through promoting wellbeing, learning and growth.  To promote team and individual development and ensure continuity of practice.
To support the development of volunteers in housing in partnership with MACS Volunteer Coordinator	Volunteers Young People	To offer young people a variety of support options.
To actively promote MACS Young People's Participation Strategy in partnership with Led By You. To ensure the implementation of an ongoing programme of group work for young people including fortnightly House Meetings.	Young People Integrated Services Manager Service Manager	In line with MACS values young people have the opportunity to lead and effect change in Policy and direction at both Service and Organisational levels.
To actively promote and engage in MACS Health and Wellbeing Strategy	Staff Team Young People	To promote staff wellbeing and the consistency of support provided to young people.
To promote team and individual learning and development, through the facilitation of regular team meetings, team days, reflective sessions when required.	Young People Staff Team Integrated Services Manager Service Manager	To ensure staff deliver support in line with best practice, learning from mistakes and developing knowledge and skills.
To promote and support the team to use MACS Decision Making Model when making significant decisions.	Young People Staff Team Integrated Services Manager Service Manager	There is shared responsibility and participation in decision making and a clear rationale for why decisions are made.
To recruit, induct and supervise relevant staff.	Young People Staff Team Integrated Services Manager Service Manager HR	To ensure the continuity of support for young people through recruitment and retention of staff.
To ensure young people receive the appropriate level of support based on their individual support needs and identified safety concerns.	Young People Staff Team Integrated Services Manager Service Manager RQIA Supporting People	To help support young people to keep themselves safe and achieve their goals.

	Health and Social Care Trust	
Complete regular audits to ensure that appropriate professional records are maintained in conjunction with Supporting People, Health and Social Care Trusts and RQIA requirements.	Young People Staff team Integrated Services Manager Service Manager Supporting People Health and Social Care Trust RQIA	To ensure information recorded is young person friendly and retained in line with GDPR.
Ensure Health and Safety and Fire Standards are maintained.	Young People Staff Team Integrated Services Manager Service Manager Supporting People Health and Social Care Trust RQIA	To promote the safety of staff and young people.
Support all young people on a 1:1 basis at any time and provide cover in housing when required.	Young People Staff Team	To ensure the continuity of service to young people at all times.
To promote other MACS Services to young people.	Young People	Young people avail of appropriate support to meet their needs.
To ensure prompt completion of incident reports and communicate these to the Integrated Services Manager	Integrated Services Manager Service Manager	To ensure effective communication with our partners in relation to safeguarding.
To ensure effective management of service budgets in partnership with MACS finance team.	Integrated Services Manager Service Manager Finance team Supporting People Health and Social Care Trust	To ensure financial accountability and value for money.
To ensure that housing benefit is secured, monitored and managed for all relevant young people.	Young People Integrated Services Manager Service Manager Finance team	To ensure young people are in receipt of correct benefits were applicable.
To ensure that MACS databases are updated on a regular basis, including HR, payroll and finance.	HR Finance Staff team	To ensure effective governance.
To ensure the timely response and follow up to issues raised through the complaints process in line with policy and procedure.	Young People Stakeholders Integrated Services Manager Service Manager	To ensure learning is implemented from mistakes made and any concerns are addressed.
Any other duties that may be required.	Team Integrated Services Manager Service Manager	Responding to arising needs of the service and always putting young people first.

## **PERSONAL REQUIREMENTS**

- The ability to 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
- To demonstrate effective leadership skills
- 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
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment

## PERSON SPECIFICATION

<b>SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER</b>	
<b>CRITERIA 1</b>	
3 years' experience of working with young people <b>OR</b> Degree in Social Work, Youth and Community Work or similar <b>AND</b> 2 years experience of working with young people	<b>ESSENTIAL</b>
<b>CRITERIA 2</b>	
Understanding of young people who have left care or have high support needs	<b>ESSENTIAL</b>
<b>CRITERIA 3</b>	
Demonstrate the ability to manage and develop a team	<b>ESSENTIAL</b>
<b>CRITERIA 4</b>	
To work within the ethos, culture and values of MACS	<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>
<b>DESIREABLE CRITERIA</b>	
Experience of working with young people in a supported housing or similar environment	<b>DESIRABLE</b>
Experience of a leadership role within an organisation/service	<b>DESIRABLE</b>