



### **Our Vision**

**Make life great for Children and Young People**

### **Our Mission**

**To empower Children and Young People who haven't had a fair deal – to have a home, strengthen their mental health and be part of a community**

### **Our Ethos**

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

### **Our Values**

**We make our own choices**

**We are loving and compassionate**

**We take risks**

**We make mistakes and learn**

**We never give up**

# 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>	Full Time, 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  Integrated Services Manager  Service Manager  Team	To promote best practice in supporting young people and ensure the smooth running of a Housing Service. Providing a quality service that meets the needs of young people to attain, manage and maintain their own accommodation.  To meet Outcomes and Quality Standards (QMT) set by key funders.  To ensure MACS leadership expectations are met.  To provide leadership and direction.
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 ensure MACS leadership expectations are met.  To meet Outcomes and Quality Standards (QMT) set by key funders and RQIA.
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 maintain the required standards and the profile and reputation of MACS as a quality Service provider and to champion the MACS approach to practice.  To ensure a multi-disciplinary approach is adopted when required.
To develop, implement and review a rota to best meet the needs of the service.	Young People  Staff Team	To ensure consistency and continuity of care for Young People and the health and wellbeing of the team.  To ensure the Team work to meet the needs of the Service.

	Integrated Services Manager Service Manager	To ensure the needs of the Service and Young people are being met through the rota.
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, Supporting People, RQIA  Integrated Services Manager Service Manager	Young people know what to do when they are unsafe and they are responded to in times of crisis.  To ensure statutory duties are fulfilled in line with relevant Policy and Procedures.  To ensure staff are adhering to the required standards and adhering to the relevant Policy and Procedures in order to keep young people safe whilst delivering quality services.
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 implementation of Policy and Procedure.	HR  Team  Integrated Service Manager	Legal and good practice requirements are met and quality standards are maintained.  To ensure fairness and equality and adherence to HR policy and Procedure.  To ensure relevant processes are adhered to and consultation with the Team in the review, implementation of Policy and Procedures.
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 ensure targets are met in line with contractual agreement and expectations as outlined in balance scorecard this will include participation in meetings.  To ensure targets are met in line with contractual agreement and expectations as outlined in balance scorecard this will include participation in meetings.
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 ensure that the Team are working to the approach.  To promote team and individual development and ensure continuity of practice.

<p>To support the development of volunteers in housing in partnership with MACS Volunteer Coordinator</p>	<p>Volunteers</p> <p>Young People</p> <p>Volunteer Co-ordinator</p>	<p>To ensure young people have the option of working with a volunteer and this is promoting within housing.</p> <p>To offer young people a variety of support options.</p> <p>To work alongside the Volunteer Co-Ordinator to ensure, young people have the opportunity to avail of a volunteer.</p>
<p>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.</p>	<p>Young People</p> <p>Integrated Services Manager</p> <p>Service Manager</p>	<p>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.</p> <p>To ensure this the Led By You is promoted within Supported Accommodation.</p> <p>To ensure that this strategy is embedded and the ethos of Led By You is embedded in the practice of the staff team supporting the young people.</p>
<p>To promote team and individual learning and development, through the facilitation of regular team meetings, team days, reflective sessions when required.</p>	<p>Young People</p> <p>Team</p> <p>Service Manager</p>	<p>Young people experience a Service that focuses on what they want, not on what it is perceived they want. Young people’s experiences shape practice and Service delivery.</p> <p>To role model a willingness to reflect, learning from mistakes, celebration of achievements and continuing professional development</p> <p>To ensure MACS Aims, objectives, Ethos and Value Base permeate practice across the organisation.</p>
<p>To promote and support the team to use MACS Decision Making Model when making significant decisions.</p>	<p>Young people</p> <p>Team</p> <p>Integrated Manager</p> <p>Service Manager</p>	<p>The young people are clear on how and why decisions are made.</p> <p>There is a shared responsibility to making decisions and clarity exists on how and why decisions are made.</p> <p>To ensure decision-making is robust, well thought out and includes input from the right people.</p> <p>To ensure decision-making is robust, well thought out and includes input from the right people and is reflective</p>

		of the organisational ethos and values.
To recruit, induct and supervise relevant staff.	Young People  Staff Team	To ensure the continuity of support for young people through recruitment and retention of staff.  To ensure the recruitment process meets the needs of the Service and Team currently in place.
To ensure young people receive the appropriate level of support based on their individual support needs and identified safety concerns.	Young People  Staff Team  External Organisations	To help support young people to keep themselves safe and achieve their goals.  To ensure there is a holistic approach across the Team to best support the Young People.  To ensure Safeguarding measures are in place and joint working protocols are followed.
Complete regular audits to ensure that appropriate professional records are maintained in conjunction with Supporting People, Health and Social Care Trusts and RQIA requirements.	Integrated Services Manager  Service Manager  Health and Social Care Trust, Supporting People and RQIA	To ensure standards are maintained and evidenced in the day-to-day work of staff and any issues relating to practice are addressed.  To ensure standards are maintained and any issues in regards to practice are addressed.  To ensure work undertaken and support provided to young people meets contractual obligations and quality standards and funding is maintained.
Ensure Health and Safety and Fire Standards are maintained.	Young People  Staff Team  Integrated Services Manager  External Organisations	To promote the safety of staff and young people.  To promote the safety of staff and young people.  To ensure standards are met and maintained as per Health and Safety and Fire Safety Policy and Procedures.  To ensure the requirements from external agencies are met.
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 ensure that staff team receive adequate support and guidance in regards to supporting young people.

<p>To ensure prompt completion of incident reports and communicate these to the Integrated Services Manager.</p>	<p>Integrated Services Manager</p> <p>Service Manager</p> <p>Health and Social Care Trust</p>	<p>To ensure effective communication with our partners in relation to safeguarding.</p> <p>To ensure effective communication with our partners in relation to safeguarding.</p> <p>To ensure that MACS demonstrates adherence to safeguarding Policy and Procedures and effective communication in regards to relevant safeguarding issues.</p>
<p>To ensure effective management of service budgets in partnership with MACS finance team.</p>	<p>Integrated Services Manager</p> <p>Service Manager</p> <p>Finance team</p> <p>Supporting People</p> <p>Health and Social Care Trust</p>	<p>To ensure regular consultation with the finance team and any expenditure is in line with budgets.</p> <p>To ensure regular review and adherence to budgets.</p> <p>To ensure any expenditure is in line with budgets.</p> <p>To ensure financial accountability and value for money.</p> <p>To ensure financial accountability and value for money.</p>
<p>To ensure that housing benefit is secured, monitored and managed for all relevant young people.</p>	<p>Young People</p> <p>Integrated Services Manager</p> <p>Service Manager</p> <p>Finance team</p> <p>External Organisations</p>	<p>To ensure young people are in receipt of correct benefits were applicable.</p> <p>To ensure clear communication between internal teams and external bodies.</p>
<p>To ensure that MACS databases are updated on a regular basis, including HR, payroll and finance.</p>	<p>HR</p> <p>Finance</p> <p>Staff team</p>	<p>To ensure effective governance.</p> <p>To ensure effective governance.</p> <p>To ensure the staff adhere to the relevant processes required in regards to HR and Finance.</p>
<p>To ensure the timely response and follow up to issues raised through the complaints process in line with policy and procedure.</p>	<p>Young People</p> <p>Integrated Services Manager</p> <p>Service Manager</p>	<p>To ensure young people are aware of the complaints process.</p> <p>To ensure the complaint process is adhered to and any learning identified is implemented.</p> <p>To ensure learning is implemented and any concerns are addressed from any mistakes made whilst also ensuring staff and young people are supported in the process.</p>

	Stakeholders	To ensure there is transparency in regards to any complaints made, these are communicated effectively, and any necessary improvements made.
Any other duties that may be required.	Team	Responding to arising needs of the service and always putting young people first.
	Integrated Services Manager	To ensure there is flexibility and a willingness to adapt to the changing needs of the young people and service.
	Service Manager	To ensure there is flexibility and a willingness to adapt to the changing needs of the young people and service.

**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>