

Team Leader (SHPS), Brent, April 2022 – Job Pack

Job title:	Housing Team Leader (Deputy Service Manager)
Department:	Client Services
Reporting to:	Service Manager
Salary:	£41,192 per annum
Hours:	35 per week
Location:	Based in Brent
Contract type:	Fixed term 12-month contract (with possibility of extension)

Aim and influence

- Support the service manager with all delivery aspects of the SHPS (Single Homeless prevention Service¹) contract in Brent.
- Ensure key deliverables and outcomes are met to a high quality.
- Maintain strong collaborations with key stakeholders including Brent Council departments, voluntary sector partners and Crisis.
- Maintain and create successful partnerships with a range of landlords and other homelessness organisations to maximise the supply of suitable accommodation.

Financial and supervisory responsibility

- Line management responsibility for a small team of housing coaches.
- Responsibility for authorising and monitoring expenditure for specific budget lines within the service.

Other key details

- The role requires a certain amount of home working.
- The team are ordinarily based in the Brent Civic Centre in Wembley. At present the team are working to a hybrid model of primarily working from home with 1-2 days in the office. In due course, there will be an expectation to return to Brent Civic Centre as well as the Crisis Brent

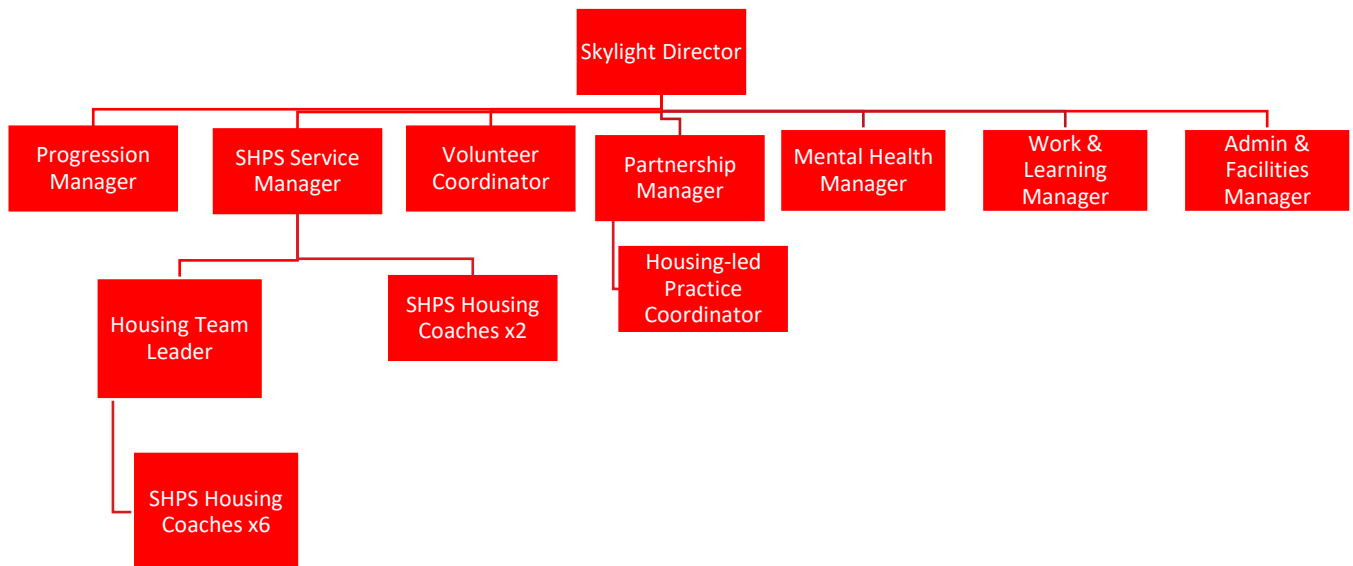
¹ SHPS is a Brent Council and London Life Chances funded payment by result contract overseen by Bridges Outcomes Partnership, which supports local people who are homeless or at risk of homelessness to remain in their homes or access accommodation in the private rented sector. SHPS receives referrals from Brent Council of individuals with low or medium support needs who are owed a relief or prevention duty by their local authority. SHPS conducts personal housing plans and supports clients with casework to relief or prevent homelessness and provides eight months' tenancy sustainment support. SHPS supports around 400 people per year. In the last 12 months, SHPS housed nearly 280 people and supported over 80% to sustain their housing.

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Skylight office in Harlesden on a more frequent basis whilst maintaining a hybrid model of working.

- The role may require some flexibility to work hours as required to meet clients' needs. This could involve out of office hours in exceptional circumstances.
- The role involves working with young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

Organisational chart



Please note structure is subject to change

Job responsibilities

Service delivery

- Operational management of payment by result programme based on outcomes set out in the SHPS contract - client assessment by creating personal housing plans, preventing and relieving homelessness and sustaining tenancies.
- Manage referrals into the service to ensure they meet SHPS criteria.
- Support with accommodation procurement and landlord liaison to source, negotiate and sustain affordable, good quality accommodation.

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- Create and maintain effective relationships with key partners, provide links to internal and external support to enable tenancy sustainment and maximise opportunities for members. This includes Brent council – Housing Options and Customer Service Team, Procurement, JCP, public and voluntary sector floating support, drug & alcohol, employment services.
- Ensure the provision of high quality Information, Advice and Guidance service and casework to clients that is in line with agreed casework management standards and organisational procedures.
- Provide quality assurance around outcomes and support provided. This includes checking and evidencing contract outputs and ensuring data is of good quality.
- Ensure that clients' feedback is recorded and where appropriate, acted upon, including supporting clients seeking to make a complaint through the complaints process and helping clients see the progress they are making.
- Contribute to effective and efficient management of a delegated budget.

Team support

- Manage, motivate and support a busy team to achieve their objectives by holding regular individual supervisions, case reviews and team meetings and encouraging personal and professional development.
- Effective casework management to ensure clients are supported to progress towards ending their homelessness within SHPS standards and Crisis values.
- Support the team in dealing with difficult member situations where coaches require support including providing opportunities to de-brief and supporting the completion of incident reports and complying with safeguarding concerns.
- Effectively monitor performance to meet contract and individual targets, highlighting any concerns and undertaking action to address under-performance in a supportive manner in consultation with the Service Manager and HR.

Data Management

- Ensure data is recorded and managed to a very high standard in line with internal and external requirements on various data management systems.
- Collect and present outcome related information and client data together with case studies and any other reporting information as required for monitoring and funder reports and presentations, and Crisis Brent or wider organisational departments.
- Fully engage with Crisis monitoring and evaluation processes.

Contribution to the team and the organisation

- Prioritise own workload and ensure timely delivery on all tasks.

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- Take part in wider Crisis meetings, training and development opportunities.
- Contribute to sharing of best practice relating to housing in Crisis.
- Support the management and development of Crisis' overall work and contribute positively to organisational development, campaigning and policy work.

General responsibilities

- Actively encourage and support client involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims and the needs and circumstances of people experiencing or at risk of homelessness.
- Ensure any safeguarding concerns are identified and reported in line with Crisis' procedures.
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Carry out any other duties that may reasonably be required in the light of the main purpose of the role.

Person Specification

Essential

- 1 Service or contract management experience within a target focused environment, ideally around preventing and relieving homelessness.
- 2 Experience of casework management to achieve client progression and manage high quality information, advice and guidance.
- 3 Line management experience including ability to inspire, performance management, supervision, effective delegation and supporting professional and personal development.
- 4 Experience of sourcing and procuring properties as well as landlord liaison to negotiate, set up and sustain tenancies.
- 5 Ability to support quality assurance, contract monitoring and data management processes.
- 6 Experience of setting up and maintaining effective relationships with a range of different internal and external stakeholders and partner agencies.
- 7 Excellent team player with proven ability to be pro-active and solution-focused to effectively organise their own and the team's work load, assessing priorities and meeting deadlines.
- 8 Sound knowledge of health and safety issues and safeguarding procedures to ensure a safe environment is provided for members, staff, volunteers, supporters and visitors.
- 9 Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

- 10 Knowledge of housing and homelessness legislation, in particular relating to private rented housing specific to London, the Homeless Reduction Act and homelessness eviction and tenants' right as well as the Care Act 2014
- 11 Hold a coaching, IAG, or other relevant qualification – or willingness to work towards one

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

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Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against all the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the HR Team jobs@crisis.org.uk for support.