Job Title: Team Leader

Job Location: See Contract

Accountable to: Senior Service Manager

Hours of Work: 37.5 hours per week
Monday – Friday with flexibility to cover outside these days and times to meet the needs of the service.

To supervise and co-ordinate the work of the Support pathway for veterans (Main Supported Home, Move On Home & Outreach Befriending Service) to ensure compliance with the requirements of the funder(s). In particular to act as the primary point of contact/referral for the project(s), co-ordinating allocations and Support Plan reviews and providing supervision for the support staff and volunteers to facilitate a co-ordinated approach on a day-to-day basis.

Operational Duties: -

- On a day-to-day basis to oversee the performance of the homes acting as the main point of contact for the team.
- Stay abreast of developments in best practice, legislative and other changes, and integrate them into day-to-day work and the development of strategies and plans.
- When required, to chair team meetings, ensuring that minutes are taken and disseminated and that there is regular attendance from all staff.
- To identify areas of training need and co-ordinate in-house training for the team or signpost staff and volunteers to appropriate providers.
- To make recommendations to the Senior Service Manager about the best use of resources.
- In line with ALABARÉ Values to coordinate resources and activities of staff members to serve the needs of clients who are engaged within the service in order to ensure a seamless, co-ordinated support.
- Track and monitor the support pathways of service users, including holding multi agency case review meetings where appropriate.
- To produce verbal/written reports as directed by the Senior Service Manager.
- Facilitate and maintain positive working relationships with a range of agencies in the area, ensuring a 'joined up' approach to support plans, to meet the needs of the client group. Including applications to appropriate agencies and military charities for spot funding of support or adaptions.
- With the Senior Service Manager, to market and raise awareness of the service to veterans and the wider communities.
- With the Senior Service Manager facilitate opportunities for clients to participate in shaping the delivery and development of the project and the Charity.

Supervisory and Management Duties: -

- To directly line manage staff and volunteers.

- With the Senior Service Manager, monitor staff performance, provide them with appropriate supervision and support and ensure their continuing personal and professional development.
- To ensure that all external reporting requirements are accurately completed at the appropriate time.
- To work with the Senior Service Manager in the setting and monitoring of budgets and appropriate annual performance targets, including collection of licence charges and arrears management.
- To ensure that the Team's working practices meet with regulatory and best practice requirements in accordance with ALABARÉ'S policies and procedures.
- As directed by the Senior Service Manager participate in the strategic planning process and contribute to the establishment of ALABARÉ'S business plan.

General Duties: -

- To carry a caseload.
- To oversee the collection of Accommodation charges, management of arrears and liaison with Housing Benefit.
- To adopt a flexible and willing approach to any further duties not listed that may be considered reasonable within the general area of activity.

Other: -

- To foster the Mission, Vision, Values and Christian ethos of ALABARÉ in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with ALABARÉ, Local Children's Safeguarding Board and Adult Care guidelines.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Programme.

Name……..

Signed ……..…….

Date……

Team Leader (HD16)	Essential – E Desirable – D	How determined
Knowledge		
Understanding the needs of homeless veterans.	E	Form/Interview
Understanding of current thinking in good practice in supporting people with complex and challenge needs	E	Form/Interview
Understanding of Health and Safety, Fire and other statutory legislation	E	Interview
Be willing to embrace the Charities shared values and actively promote them in service delivery	E	Interview
IT literate	E	Form /Interview
Understanding of needs & risk assessment and the support planning process	E	Form /Interview
Knowledge of relevant legislation and quality assurance standards	E	Interview
Experience		
Ability to prioritise and to meet agreed deadlines	E	Form
An appropriate qualification or the willingness to work towards – i.e. NVQ Level 3 or equivalent	E	Form/Interview
Experience of supported housing services, including housing management	E	Form
Experience developing and maintaining successful working relationship with other agencies both statutory and independent.	D	Form/Interview
Articulate and motivational communicator both orally and written	E	Form/Interview
Ability to work on a flexible rota including occasional evenings, weekends and bank holidays. To be part of the 'on call' rota.	E	Form/Interview
Experience of recruitment and selection of staff	D	Interview
Experience of effective supervision, support and development of staff	E	Interview
Full Driving Licence and access to a road worthy vehicle	E	Form/Interview
Qualities – E		
• Self-motivated, enthusiastic and able to work within professional boundaries, including confidentiality • Commitment to enabling and empowering clients and staff • Ability to work under pressure • Commitment to non-discriminatory practice • Have a full driving licence and access to a reliable vehicle		