

Job Description

Job Title: **Housing First Team Leader**

Grade: **P1**

Overall purpose of the job

To work with the Housing Service Manager (HFSM) and local partners in the delivery of the Housing First Projects. To provide leadership and line management to a team of Housing First Enhanced Navigators (HFEN`s) who are supporting individuals with complex needs, a history of homelessness/rough sleeping to access and sustain their own tenancies.

Main accountabilities

	Main accountabilities
1.	To lead and provide line management, support and guidance to a team of HFEN`s who each hold a caseload of Housing First Clients
2.	Ensure the Housing First project is delivered with fidelity to the Housing first England principles
3.	To proactively engage individuals referred to project, who have multiple complex needs, who are experiencing homelessness/rough sleeping, and who have been unable to navigate traditional Homelessness/Housing pathways. By applying an outreach approach i.e. going out on to the streets, or to homeless day centres, or other known locations to find and engage them, to build positive, trusting, and friendly relationships by offering them support, understanding, empathy and opportunity to move away from their street-based lifestyles and access accommodation and support services.
4.	To work within existing risk assessment processes, complete dynamic risk assessments and maintain own safety by following lone working procedures and by adopting a positive risk-taking approach.
5.	To carry out assessments of referrals to the service to ensure the service is provided to those who meet the eligibility criteria.
6.	To manage the referral pathway process. i.e. from referral, to presentation of cases for multiple agency case group (selection panel) decision. Administer and chairing case group and ensuring all relevant partners are well informed and included in the process.
7.	To support a small working caseload of 3 to 4 individuals, as identified through the Housing referral pathway.
8.	Ensure bespoke support interventions, delivery of wrap- around intensive, trauma informed support to Housing First clients with pre tenancy or living in their own independent tenancies in the community, including practical help with tenancy start up and ongoing tenancy sustainment and where necessary post service support.

9.	Maintain accurate up to date records on the relevant case management systems, and collect and provide information in line with service requirements. To support the collection of quantitative and qualitative data that will enable a full evaluation as to the effectiveness of the project.
10.	To attend key multi agency meetings at operational level. To contribute to and support the HFPM in managing an annual operational plan. As required support the HFPM in providing monitoring reports, attend monitoring meetings and liaise with funders on key issues relating to the local Housing First model(s).
11.	Demonstrate an awareness and understanding of equality, diversity, and inclusion.
12.	To participate in an out of hours rota offering phone support to people using the service, (managed under a Local Agreement) to provide temporary cover for colleagues annual leave/absences as required and to work flexibly to ensure that service delivery is available during evenings; weekends and bank holidays as and when required.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Relevant Health, Social Work or Housing Qualification or equivalent demonstrable experience in the field of homelessness and/or working with clients with multiple complex needs.	Client group related	E
GCSE English or equivalent, Grade A-C		E
Level 3 Line Management qualification or equivalent		D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Legislation, government policy and practice guidance.	Knowledge of all applicable legislation, including in Housing and Homelessness. Knowledge of current government policies and guidance in homelessness and adults at risk; understanding the factors which lead to positive outcomes for people.	E
Substance Misuse / Mental Health / Dual Diagnosis	Excellent knowledge of practice with substance treatment and mental health treatment. Understanding of treatment pathways and impact on adults at risk	E
Domestic Abuse	Understanding of issues surrounding victims of domestic abuse, support networks and options available and risks associated with victims	D
Criminal Justice Systems	Good knowledge of criminal and civil court processes. Understanding of how to navigate criminal justice systems to produce best outcomes for adult at risk	D
Adult Safeguarding	Background in working with Adult safeguarding cases and knowledge of legislation	E
Existing services working with Multiple disadvantaged clients in Cambridgeshire.	Knowledge of existing provision in Cambridgeshire	D

Housing Options	A good knowledge of current housing pathways for adults at risk; including all current provision and where gaps may exist Ability to connect with different sectors within the local housing provision.	E
Housing First	A good understanding of Housing First principles in the UK. Knowledge of existing services and practice	E
Skills		
Time management	Ability to prioritise and take responsibility for workload, meet deadlines and complete tasks with set timeframes.	E
Ability to lone work safely, and work well on own initiative	Ability to communicate with service users and other partners in the field, including street-based work and working in individuals homes. Understanding of safe lone working practices.	E
Resource management	Coordinating available resources, such as grants, donations and other available funds.	D
Copes well under pressure	Able to manage a varied workload in a high pressured working environment.	E
Original thinker, creative and solution focussed	Ability to analyse and understand problems and barriers, use own knowledge and other resources to create innovative solutions. Able to influence and negotiate to create flexibility	E
Communicating at different levels	Skills to communicate with hard to reach service users, partner frontline workers, service managers, strategic leads and national leaders in the field	E
Engaging hard to reach adults	In depth understanding of the needs of this group and proven ability to work with adults in a genuinely person-centred way	E
IT Skills	Competent with Microsoft office packages	E
Experience		
Partnership working	Multi-disciplinary work focussed on care/support planning and risk assessment Proven track record of working collaboratively with internal and external providers and services. Ability to co-ordinate partners around a joint plan of support for individuals	E
Line Management	Proven track record of line management, objective setting and performance management	E

Presenting within local and national contexts	Confidence delivering presentations, information and good practice to local stakeholders and at national events	D
Experience of working with complex needs adults with a chaotic history	Demonstrable record of reaching the most marginalised individuals within society where previous interventions have failed	E
Agile Working	Adaptability to changing situations and circumstances to ensure priorities are met. Confidence to work in many settings and be able to get to these at short notice	D
Ability to travel	Ability to travel around the county using own transport, pool car and public transport	E
Equality, Diversity and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	E
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of vulnerable adults.	E

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks X

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field X	Remote	Mobile
--	-------	--------	----------------	--------	--------