

POST TITLE	TEAM LEADER – MULTI DISCIPLINARY TEAM AND ADVICE LINE
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	HOUSEHOLD SUPPORT AND ADVICE MANAGER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

To manage a team delivering integrated services to individual households and the delivery of an advice line providing access to welfare rights and debt advice. This team will manage demanding and complex cases in a specified legislative area as well as enforce the relevant statutory functions of the department.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Manage an integrated locality –based team that engages effectively with all stakeholders and relevant agencies to ensure tenancy sustainability and avoid potential evictions processes.
- Contribute to the development and ensure the implementation of operational strategy and service planning in your area of responsibility including leading on one or more aspect of operational strategy, planning and development.
- Secure the commitment and support of your team to the delivery of exceptional customer service, ensuring that the improvement of our customers’ quality of life and wellbeing is the major priority for the service.
- Deliver outstanding performance results in your area ensuring that services are continually improving and evolving in response to customers’ needs and expectations.
- Manage services effectively and ensure they are delivered on time, within budget and are governed effectively.
- Ensure effective operational measures and controls are in place to meet income targets and expenditure constraints, quality assurance, risk management and best value.
- Monitor revenue plans, programmes and budgets to ensure both strong financial and performance management.
- Ensure effective controls are in place to ensure the implementation of policies and procedures comply with all relevant legislation and regulation and ensure that services support the delivery of the Council’s strategy.
- Deliver operational services that are responsive, comprehensive and customer focussed, including monitoring performance and implementing appropriate actions to develop and improve the service.
- Ensure work undertaken is completed to a high standard, within agreed timescales and costs and ensure that health and safety policy requirements and performance standards are met.
- Provide professional advice, support and assistance to the Service Manager and to deputise as required.
- Provide training to internal colleagues and external partners on matters relating to your specialist knowledge.
- Contribute to the continuous improvement of advice and support service functions.
- Ensure that the team take all steps to provide a comprehensive and holistic support service to assist vulnerable people to avoid eviction action and sustain tenancies.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to SVQ level 4 or equivalent, in a relevant discipline.

- The post holder will have to work independently and will be required to use their own initiative, taking responsibility for organising and prioritising their own workload and that of their team.
- The post holder will be required to interpret and implement any changes that affect workers' practice, e.g. changes in legislation or policy, and be proactive in addressing new developments. Ensuring there is a consistent approach across the Council.
- The post holder should have the ability to develop innovative methods for managing, motivating, communicating and supporting workers and volunteers.
- The post holder will build relationships with managers and practitioners in other services to develop creative solutions for the service and new working practices
- The post holder should have an understanding of the needs of service users and tailor service provision in a creative and flexible way to meet individual needs.
- Have the ability to cope with complex issues and work under pressure.
- Lead projects to develop service specific priorities.
- Ability to vary tactics and the approach to duties to obtain the maximum return for each situation
- Preparation of reports for possible prosecution and presentation of case details
- Preparation of reports for case conferences
- Contribute to the Council's duties of securing Best Value; promoting Health and Wellbeing and involvement in the Community Planning
- Ensure effective delivery of a visiting support service across all areas of the city, proactive and contribute to the aim and objectives of the service through effective partnership working with a range of stakeholders.
- The post holder may have direct contact with vulnerable groups and their support network, including other professionals. Cases will relate to Households affected by issues such as addiction problems, learning difficulties, mental health issues, health problems and violence within the household. The post holder must be skilled at communicating with households who may initially be suspicious of or resistant to the services being offered, or refusal to engage
- In discharging the Council's functions, the postholder will carry out a key role, on a day to day basis, in joint liaison with external enforcement agencies and Public Sector partners and agencies etc
The post holder is responsible for the allocation and supervision of work to support workers and volunteers.
- Requirement to review the service provision to households to ensure their needs are being met and outcomes achieved. Consider alternatives for households who for any reason are unable to use the support of the service.
- Decisions will be made on appropriate guidance to staff and interpretation of legislation, policy and strategy and in compliance with relevant statutory duties, financial targets and performance targets.
- Lead or make significant contribution to the development and review of policy and procedures within their specific remit, across service functions and with partner agencies to determine and ensure agreed outcomes.
- Following risk assessments decide on future actions required, including referrals onto Community Safety, Police Scotland, Scottish Ambulance Service or any other appropriate organisations.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder needs to be flexible and responsible as this is a needs led service, they will be required to respond to crisis situations therefore having the ability to prioritise tasks for staff and self.
- The post holder is required to act on their own initiative and make decisions regarding staff, service users and resources.
- Required to make decisions in short timescales and in difficult working environments using relevant policy and procedures and legislations and develop new practice if guidelines are not in place whilst maintaining delivery of service.
- Will plan and manage own work, and be fully responsible for ensuring progress towards agreed objectives.

- Recognise emerging challenges and opportunities and actively to develop policy and procedures to meet changing demands and patterns on service delivery, without prompt or specific instructions.
- It is anticipated that every 12 weeks you will be on call 0700-1900 Monday to Friday and 1000-1600 at weekends. This is an on call service.
- No exceptional physical demands.
- The post holder will be required to supervise the work of multi disciplinary teams based in several locations, but in a locality setting and take appropriate decisions in emergency situations.
- May at times be expected to visit people in their homes and will need to operate within the council's lone working policy and risk assessment guidelines. It is also important to have an open minded approach when dealing with households in their own environments.
Manage and deliver a service in a specified locality with a degree of flexibility.
- There may be occasions where there is exposure to environments which are dirty and unpleasant (e.g. visiting clients who may be living in chaotic conditions).
- The post holder must be able to demonstrate a professional approach and be able to ensure professional boundaries are maintained while dealing with emotional situations. It will be beneficial to be aware of how to avoid excessive and harmful personal involvement. Additionally frequent home visits and dealing with potentially volatile emotions will necessitate an ongoing awareness of factors related to personal safety.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post holder will be responsible for the operational management of services and as such will have up to 14 front-line staff reporting directly to them. Each team will cover Family Support, Community Safety, Housing Support and Sheltered Housing. The post holder will have responsibility for the allocation and quality of work, including implementing the Managing Work Performance and absence Procedure as required.

RESOURCES

The post holder will have line management responsibility for a multi-disciplinary team of up to 12/14 FTE staff, over Community Safety, Housing Support, Family Solutions and sheltered housing. It should be noted that the number of individual team members deployed per locality is flexible and can be varied according to demand.

Management of financial transactions (£2000 - £3000) received via grants and administering to clients. The post holder will be required to operate effectively in a dynamic environment. The demands of best value, the continued development of locality management, partnership working and local governance arrangements will impact significantly on the management complexity of this post.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).