POST TITLE	**TEAM LEADER – HOUSEHOLD SUPPORT**
DIRECTORATE	**PLACE**
SERVICE	**HOUSING AND HOMELESSNESS**
RESPONSIBLE TO	**HOUSEHOLD SUPPORT AND ADVICE MANAGER**
NUMBER OF POST HOLDERS	**8**
ACTING UP/ SECONDMENT	**N/A**

PURPOSE OF JOB

To manage a team delivering integrated services to individual households and in all tenures across Family Support, Community Safety and Housing Support. This team will manage demanding and complex cases in a specified legislative area as well as enforce the relevant statutory functions of the department. Ensure long term resolution of complaints and improvement in outcomes for households.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Manage a locality –based team that engages effectively with all stakeholders and relevant agencies.
- Manage high quality case recording systems for all clients, in line with Departmental standards, including the use of databases.
- Represent the service in one of the City's Localities and engage with managers in other services, in particular practice teams, schools, health and local voluntary agencies, to ensure that the most appropriate households are prioritised and that the different services work together coherently within the Getting it Right framework.
- Plan work with households and clarify the respective roles of staff from different services so that households receive a fully joined up service that meets their needs and makes sense to them. This will include work relating to location anti–social behaviour, including festivals and seasonal events which require planning.
- Demonstrate the ability to balance the need for support of individuals and families with the safety of individuals and the wider community.
- Provide supervision and support for staff members both individually and as a team ensuring a clear understanding of their roles and regulatory framework.
- Provide direct line management (including provision for lone working), approval of annual leave, maintaining staffing rotas, PRD's and identify and respond to any training needs.
  Contribute to any review of the work of the service including planning for changes to the service delivery and engaging with the Care Inspectorate or other regulatory inspections. Chair where appropriate review and planning meetings
- Participate in the recruitment of staff as required.
- Contribute to the development of policies, processes and procedure, to ensure best practise in line with appropriate guidance and legislation.
- Take responsibility to report any relevant issues to the appropriate body (e.g. fraud, financial abuse, child abuse).
- Carry out progress reviews for customers to provide best value and outcomes and adhere to care inspectorate requirements.
- Ensure robust reporting and systems are in place to support safe service delivery.
- Ensure that complaints and queries are recorded and responded to timeously. Maintain proper records of investigations, complaints and all other work undertaken.

- Keep appraised of legislative and technical developments with changing practices and with Council Policies and Procedures, training others in their impact on service delivery.
- Lead in the preparation and presentation of promotional material for exhibitions and other Departmental initiatives as well as service user involvement.

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

- 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 understand 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 potholder 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.
  Educated to SVQ level 4 or equivalent, in a relevant discipline.
- Knowledge and experience of working with households where children and adults are affected by a number of issues such as addiction problems, learning difficulties, mental health issues, violence within the family and difficulties in parenting.

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 teams based in several locations, but in a locality setting and take appropriate decisions in emergency situations.
- The post holder 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.
- Must manage and deliver a service in a specified locality with a degree of flexibility.
- There maybe 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 7 front-line staff reporting directly to them. . 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

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.