

<b>Position Details</b>	
Position	Team Leader
Reports to	Head of Operations
Salary	£38,038
Location	Trevone House, Gloucestershire
Direct reports	Up to 3
Additional reporting / working relationships	External stakeholders including Gloucestershire County Council, Social Care, Personal Advisors, Gloucestershire Police Authority, Health Care Services, Housing Services, Education and Training Providers, Young Ambassadors and Peer Mentors, Families.
Hours of work	40 hours per week, Monday to Sunday on a rota basis, including night shifts, flexible to meet business needs. As Trevone House operates 24 hours, 7 days a week flexibility is expected to respond to and support with urgent, unplanned events and contingencies.

<b>Purpose</b>
<p>Homes2inspire Ltd, are part of Shaw Trust Group, a charity which helps to transform the lives of young people and adults across the UK and internationally.</p> <p>Trevone House is Gloucestershire County Councils flagship, semi-independent accommodation for young people aged 16 to 25, providing care leavers the very best stepping stone to a brighter future in addition to providing specialist support to those needing help at a time of crisis.</p> <p>In addition to 19 flats for young people leaving care, Trevone House has a well-being suite comprising two specialist flats for young people who need additional support with their mental health needs.</p> <p>Reporting to the Head of Operations, Team Leaders will have accountability for the delivery of bespoke services to support young people residing and external to Trevone House. The Team Leader will supervise, mentor and monitor up to 3 direct reports, and will work collaboratively with a multi-agency team.</p>
<b>Key Accountabilities and Responsibilities</b>
<p><b>Leadership and Management</b></p> <ul style="list-style-type: none"> <li>• Direct line management of Senior Support Officers</li> <li>• Oversight Management of Support officers</li> <li>• Case oversight and management of young people</li> <li>• Quality Assurance monitoring of documentation and records</li> <li>• Oversight and management of young people's strategic plans e.g., Pathway plan</li> <li>• Responsibility of Health and Safety in the workplace</li> <li>• Nominated Charms Champion</li> <li>• Logistical oversight of residential rota</li> <li>• Safeguarding advisor</li> <li>• Senior management responsibility</li> <li>• Contractual compliance</li> <li>• Responsibility for Complaints and Allegations</li> <li>• Participation with Disciplinary processes (As and when required)</li> <li>• Support with Recruitment and induction as required</li> <li>• Facilities Management oversight</li> </ul>

- On Call management
- Key Stakeholder liaison
- Responsibility of the oversight of Training, Development and CPD of the staff team

### **Operational**

- Work in conjunction with and as directed by the Head of Operations to effectively coordinate and manage external and internal partners to achieve the best outcomes for young people through regular meetings and organised events
- Motivate and empower staff teams to lead on their own continued professional development in line with their workforce development plans.
- To work directly with young people in supporting them to develop independence skills and confidence, measurable using the appropriate Outcome Star/Outcomes monitoring
- To monitor the frequency and quality of the required key work sessions for young people to enhance their skills and confidence around identified areas for development
- To understand the best interests of young people in conjunction with professional bodies i.e. Gloucestershire Police Authority, NHS, education etc. to achieve legislative and inspection criterion
- Ensure that a suitable needs assessment s are completed for each young person is carried out to determine how Trevone House can best respond to meet the needs of young people effectively, and consider the impact on other tenants
- Liaise with external partners to ensure the suitability of referred young people to use the services within Trevone house are appropriately risk assessed and linked to effective risk assessments
- Working effectively in partnership with the Gloucestershire Police Authority to establish and maintain approved processes for PACE referrals
- Support the delivery of an effective Edge of Care response to minimise the requirement for crisis placements and interventions
- Support and facilitate an appropriate and effective referral management process, for young people to Trevone House, working closely with local authority representatives and the Head of Operations/Service Director
- Collaborate effectively with the Head of Wellbeing and professional partners to support a young person's transition from the wellbeing suite to semi-independent living accommodation
- Work collaboratively with the Gloucestershire Police Authority and mental health team to facilitate a 136 mental health assessment if requested and agreed by Senior Management
- Ensure effective transition and communication between staff which will enable clear and concise shift handovers
- To ensure that health and safety compliance at Trevone House operates in line with legislative requirements
- Collect feedback from young people on a regular basis through different mediums to inform opportunities for continuous improvement
- Respond promptly and appropriately to any concerns raised by the young people in line with procedural documentation and communication lines

### **Quality Assurance and Compliance**

- Build positive relationships with key stakeholders including but not limited to:

Gloucestershire County Council, Gloucestershire Police Authority, Health Care Teams, Education and Training Providers, Facilities Management Provider, Youth Organisations

- Work effectively with stakeholders who are on site to encourage a collaborative approach and to help foster positive interactions with stakeholders and young people
- Encourage effective links with local training and education providers and employers, to support young people to successfully access local opportunities
- Maintain strong links with the Shaw Trust group departments which operate within the Gloucestershire area e.g. Youth Support Team, to leverage opportunities to support young people's progression
- To review health and safety legislation and compliance and report all associated matters to the appropriate authorities
- To provide required data and information to inform KPIs to the senior management and the Quality Assurance team
- To effectively record information and data on the management information system (CHARMS) in line with policies and procedures and senior management requirements
- To ensure robust quality assurance reviews of entries from staff onto the CHARM S system as and when required through policies and procedures and senior management requirements
- To work collaboratively and in compliance with Care Quality Commission representatives and legislation / standards

#### **Stakeholder Relationships**

- Build positive relationships with key stakeholders including but not limited to: Gloucestershire County Council, Gloucestershire Police Authority, Health Care Teams, Education and Training Providers, Facilities Management Provider, Youth Organisations
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#### **Building Maintenance**

- Complete required reporting mechanisms to record maintenance activity
- Engage with the young people in decision making about the appearance and upkeep of communal areas and accommodation
- Ensure and support young people in adhering to health and safety and hygiene requirements

Other reasonable duties as assigned

#### **Knowledge / Experience / Behaviours**

- Passionate and enthusiastic approach to the delivery of support services and helping young people
- An understanding of the Leaving Care Act, Mental Health Act, PACE and the Care Quality Commission

- Experience of working in a trauma informed way and an awareness of Adverse Childhood Experiences (ACE's) is desirable, however specific training and development will be provided on these areas
- Experience of working with or supporting young people (age 15 and upwards)
- Experience in Risk Assessing and support planning.
- Safeguarding processes knowledge and awareness, particularly in relation to young people
- Excellent leadership and management skills to enable the creation of a highly capable and engaged team
- Demonstrable experience of delivering outcome based solutions
- Willingness to work effectively with multi-agency partners
- Comfortable operating in an evolving environment
- Resilient and able to confidently work under pressure and effectively resolve complex matters
- Excellent interpersonal and communication skills (written and verbal), with the ability to negotiate and influence, while exercising emotional intelligence
- Confident using IT
- Experience of working within either a children services / residential setting / independent supported accommodation desirable

#### **Education / Training**

- Minimum of 1 years' experience in a senior capacity
- Level 4 in Health and Social Care or equivalent qualification or at least working towards this

#### Desirable

- Level 5 in Health and Social Care/ Leadership and Management
- Working in trauma informed ways
- ACEs training
- Mental Health training
- Experience of working within a supported living / Mental Health environment / service

#### **Additional Requirements**

All successful candidates will be subject to an enhanced vetting process in line with safer recruitment, which include a DBS check, Right to Work checks and reference checks.

Full UK driving licence required

#### **Our Values**

##### **We make a difference**

Making a lasting positive impact for the people we support is the reason we exist. We deliver high performance across our services, helping people to transform their lives.

##### **We are inclusive**

We value the ideas, views and strengths of everyone we work with and support. Everybody is different and everybody is equal.

##### **We are collaborative**

Working together is more effective and efficient. We believe that by working together with a range of partners we create better services and solutions.

**We are honest**

We are authentic, accountable and transparent in all we do.