

| <b>Position Details</b>                      |  |
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| Position                                     | Senior Service Support Officer   |
| Reports to                                   | Head of Service Support  |
| Salary                                       | £30,000  |
| Location                                     | Trevone House, Gloucestershire   |
| Direct reports                               | 4  |
| 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                                | <p>40 hours per week, Monday to Sunday on a roster basis, including night shifts, flexible to meet business needs.</p> <p>As Trevone House operates 24 hours, 7 days a week flexibility is expected to respond to and support with urgent, unplanned events and contingencies.</p> |

| <b>Purpose</b>  |
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| <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 offering young people a place of safety and calm, and two specialist flats for young people who need additional support with their mental health needs.</p> <p>Reporting to the Head of Service Support, the Senior Service Support Officer will have accountability for the delivery of bespoke services to support young people residing and external to Trevone House. The Senior Service Support Officer will supervise, mentor and monitor 4 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>– Provide strong and credible leadership and coaching to the Services Support Team</li> <li>– Work with the Head of Service Support to help with staff selection, performance, development and training processes to ensure team competencies and capabilities to meet business expectations</li> <li>– Ensure that all practices and procedures are aligned to Homes2inspire's commitment to equality and diversity</li> <li>– Set measurable objectives for the team aligned to the strategic plan and service delivery model</li> <li>– Ensure that the annual staff appraisal process is conducted meaningfully and effectively in order to identify knowledge and learning needs, development opportunities and succession planning</li> <li>– Monitor quality and manage performance of operational delivery, ensuring that key performance indicators and legislative standards are achieved</li> <li>– Ensure sufficient resourcing is available at all times to meet the operational objectives and requirements</li> </ul> |

- Ensure safeguarding and legislation practices and procedures are practiced by the team
- Conduct regular reviews with direct reports
- Work collaboratively with the Transition team
- Coordinate regular group and individual reflective practice sessions and learning circles with the objective of continually improving staff practice and care quality
- Operate with a solution focused attitude to drive high standards of performance from your staff, leading to positive outcomes for young people
- Participate in regular communication and information meetings as required by senior management, within an external to Trevone House
- Ensure an appropriate staff rota is completed and supported on a monthly basis to meet the needs of the contractual requirements within the facility

### **Operational**

- Working in conjunction with and as directed by the Head of Service Support to effectively coordinate and manage external and internal partners to achieve the best outcomes for young people through regular meetings and organised events
- To work directly with young people in supporting them to develop independence skills and confidence, measurable using the appropriate Outcome Star
- You will support 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 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 Homes2inspire Referral team
- Collaborate effectively with the Transition team and other 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
- To liaise and work in partnership with the day care services provided at Trevone House which will be available Monday to Friday
- 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**

- To work collaboratively and in compliance with Care Quality Commission representatives and legislation / standards
- 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 CHARMS system as and when required through policies and procedures and senior management requirements

### **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
- 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

### **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 Children's Services and helping young people
- An understanding of the 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 training and development will be provided on these areas
- Experience of working with or supporting young people (age 12 and upwards)
- Safeguarding 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
- Knowledge of effective stakeholder relationship management
- Operates with a solution focused approach and proactively identifies opportunities for continuous improvement
- 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
- An ability to review and analyse data to ensure continuous improvement and learning
- Experience of working within either a children services / residential setting (independent supported accommodation) desirable

### **Education / Training**

- Minimum of 1 years' experience in a management capacity
- QCF Level 3 in Health and Social Care or equivalent qualification

#### **Desirable**

- QCF Level 3 in residential childcare
- Health and Social Care qualification
- Working in trauma informed ways
- ACEs training
- Mental Health training
- Experience of working within a hospital / 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.