



Job Description:

Team Manager

OVERVIEW

This role is the Stonewall Housing Team Manager for the Advice and Advocacy and Supported Housing Teams. The role is responsible for operational excellence and provides direct line management to two senior practitioners and a team of Case Workers and Supported Housing Workers.

The goal of this role is to support everyone in your area of responsibility to deliver the best possible outcomes for LGBTQ+ people of all ages who are homeless or facing crisis at home.

The Team Manager will lead on the annual business planning cycle for their area of responsibility, ensuring strategic aims and priorities are embedded in the development plans for the service, staff, volunteers and service user involvement.

The Team Manager is responsible for internal and external reporting, providing monthly and quarterly updates to the chief executive, external partners and commissioners, celebrating individual and team achievements, identifying areas of concern and leading on improvement plans.

The Team Manager is the Designated Safeguarding Officer in the organisation, leading on all aspects of operational safeguarding practice, ensuring colleagues have read, understood and are able to implement safeguarding procedures. The team manager is responsible for the accurate recording and reporting of all safeguarding incidents.

The Team Manager is responsible for monitoring practice, ensuring colleagues understand what is expected of them and using management information to drive performance. Similarly, the Team Manager is responsible for providing annual performance reviews and a development plan for each member of staff, creating a culture of continuous improvement.

KEY RESPONSIBILITIES

- To ensure Stonewall Housing provides a high quality, flexible and responsive advice and case work service to LGBTQ+ people, supporting them to exercise their rights and get access to safe accommodation.
- To ensure Stonewall Housing provides a high quality, flexible and responsive supported housing service to LGBTQ+ people, supporting them towards independent living or suitable alternative housing through the provision of support plans, key work sessions and group work.
- To create a culture where everyone strives towards Operational Excellence, recognises success, learns from failures and is committed to continuous improvement.
- To create a culture where key performance indicators and management information is used to understand the experience of the service user, measure individual and team performance and inform development plans.
- To create an environment where requests for help are seen as a sign of strength and all members of staff are empowered to provide maximum positive impact for service users.
- To provide excellent supervision and case management to direct reports, ensuring they are supported, monitored and provided with opportunity for development.
- To build excellent, strong working relationships with service users, volunteers, front line practitioners, direct reports, colleagues, managers and external partners, commissioners and funders.
- To ensure that effective service user feedback and participation mechanisms are in place and consistently implemented.
- To ensure a consistent high level of customer care and practice.

MAIN DUTIES OF THE POST

Service Development

- To build strong relationships with service users, volunteers, colleagues and external partners with a view to understanding their experience of Stonewall Housing and informing business planning.
- To create an annual business plan aligned with strategic aims and priorities which identifies areas for improvement, growth and development, generating objectives and key performance indicators for individuals and teams.
- To provide a report for scrutiny at monthly management meetings, detailing performance against key performance indicators, areas of concern and plans for improvement.

Direct Line Management

- To provide an annual appraisal, in line with organisational strategic aims and priorities, setting goals for team members and ensuring they have a solid understanding of Key Performance Indicators.
- To draw up a supervision agreement with each member of staff, setting the tone of your working relationship, establishing professional boundaries and creating a mutually respectful environment.

- To give consistent, regular support to direct reports through supervision, case file audits and case reviews, according to policy.
- To identify any poor practice and discuss it directly with the member of staff with a view to making improvements and achieving operational excellence.
- To establish a leadership role in the team, providing support, monitoring and development to all members of Stonewall Housing.
- To act as Designated Safeguarding Officer, ensuring all practitioners have read, understood and are able to implement safeguarding procedures.
- To ensure the accurate recording and reporting of all Safeguarding incidents to the Safeguarding Lead.

Liaison with Partners, Commissioners and Funders

- To develop a sound understanding of all commissioning and funding arrangements, ensuring a shared understanding of expected outcomes, outputs and agreed reporting mechanisms.
- To establish and maintain excellent working relationships with all internal and external stakeholders.
- To deliver monthly, quarterly and annual reporting as required, within agreed timescales and in agreed formats.
- To attend monthly, quarterly and annual monitoring meetings with commissioners and funders, providing an update on service delivery, successes, challenges and improvement plans.
- To confirm arrangements for invoicing and payments and ensure all organisational requirements are fulfilled within agreed timescales.

Other Duties

- To oversee the case recording system, developing expertise in recording protocols and monitoring performance.
- To establish and maintain accurate and complete records in all areas of work.
- To complete statistics for the collation of performance and funding information.
- To maintain up to date knowledge of legislation and regulations in relation to funders and other key areas.
- To participate in individual and clinical supervision meetings, annual appraisals and training.
- To act in accordance with the organisation's Diversity Policy, Health and Safety Policy, Code of Conduct and all other corporate policies and procedures.
- To act in the best interests of Stonewall Housing and its service users at all times.
- To promote Stonewall Housing at external meetings and community events.
- To carry out any other duties commensurate with the aims and objectives of the post that may be required.