



## Person Specification:

### Team Manager

#### EXPERIENCE

- Lived experience, or experience of working with homeless or vulnerable LGBTQ+ people, in a voluntary or paid employment setting. (Desirable)
- Previous experience of managing a team of front-line and senior practitioners working with a diverse group of service users with a range of vulnerabilities and needs (Essential)
- Demonstrable record of engaging a team of practitioners in the business planning cycle, identifying team and individual goals and achieving results (Essential)
- Experience of providing advice and advocacy services both remotely and in person (Desirable)

#### KNOWLEDGE

- Knowledge of Housing Legislation and Quality Standards and how they apply to those experiencing or at risk of experiencing homelessness (Essential)
- Knowledge and understanding of the causes and effects of homelessness, particularly in relation to LGBTQ+ people, and people from Black and other Minority communities (Essential)
- Knowledge of best practice leadership practices focusing on operational excellence, continuous improvement and celebration of success (Essential)
- Knowledge of housing options relevant to single homeless people (Essential)

#### SKILLS AND ABILITIES

- Ability to engage a diverse staff team in the objectives of the organisation, leading and inspiring them to generate the best possible outcomes for service users (Essential)
- Ability to provide consistent, reliable line management and leadership for Advice and Supported Housing Practitioners and Senior Practitioners (Essential)
- Ability to represent Stonewall Housing and negotiate working relationships with local authorities, housing associations, voluntary sector organisations and other partners in the sector (Essential)
- Ability to successfully navigate case work reporting and monitoring systems and to analyse performance data, using it to celebrate success and drive improvements where necessary (Essential)

#### PERSONAL ATTRIBUTES

- Commitment to diversity, inclusion and equality of opportunity in all aspects of your personal and professional life (Essential)
- Commitment to Stonewall Housing's values and beliefs, fully engaging with strategic aims and objectives (Essential)
- A positive, helpful approach to the inherent challenges in our work focusing on solutions (Essential)