



## **APPLICANT INFORMATION PACK**

**Team Leader, Homeless Services**

**Enclosed:**

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## INTRODUCTION

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

### **General Information**

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, single people, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

### **Our Vision**

*Making a positive difference by empowering people and communities*

### **Our Mission**

*In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities*

### **Our Values**

<i>Progressive</i>	<i>Forward thinking, supporting change &amp; transformational</i>
<i>Respect</i>	<i>Treat everyone with dignity and esteem</i>
<i>Integrity</i>	<i>Maintain the highest professional and personal standards</i>
<i>Diversity &amp; Equality</i>	<i>Value diversity and equality in everything we do</i>
<i>Excellence</i>	<i>Strive to deliver the highest standards of quality and customer care</i>

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Team Leader, Homeless Services
<b>LOCATION:</b>	Head Office, Belfast
<b>ACCOUNTABLE TO:</b>	Director of Housing
<b>REPORTING TO:</b>	Homeless Services Manager
<b>RESPONSIBLE FOR:</b>	Floating Support Officers, Referral Support Officer, Locum Staff, Admin/Clerical Staff, Domestic Staff, others as required

### **JOB PURPOSE:**

To supervise and lead the homeless services team in the delivery of a high quality and comprehensive accommodation based homeless support, floating support and resettlement service for families in accordance with the strategic objectives of Ark Housing.

### **MAIN TASKS:**

As team leader you will be required to contribute to the effective day to day management of the service in conjunction with the Homeless Services Manager and you will have responsibilities in the following key areas.

- Operational Management
- Resource Management
- Financial Management
- Human Resource Management
- Policy and Procedures
- Representational Role
- Quality Assurance
- Service Delivery

The core job activities of these key areas are outlined below:

### **Operational Management**

The post holder is responsible for the day-to-day oversight of the project and related services. As such the post holder is expected to ensure that all resources, including financial, IT, personnel, policies and procedures are effectively utilised to ensure delivery of high-quality services.

The main tasks include:

- Day to day supervision of homeless services staff to ensure duties are fulfilled and services delivered as required;

- The allocation of casework, tasks and the implementation of rotas
- The preparing of rotas in conjunction with the Homeless Services Manager
- Ensuring the implementation of all Policies and Procedures as required
- Ensuring that all staff are aware of and carry out their tasks and duties in accordance with legislative requirements
- To ensure that all staff are efficiently supervised in their duties
- To ensure that all Health & Safety procedures and requirements are met
- To ensure that the services are delivered in accordance with the standards as set out in the regulators Quality Monitoring Tool

### **Resource Management**

The post holder is expected to ensure that

- In co-operation with the Homeless Services Manager, the post holder shall monitor resources and expenditure within budget, highlighting variances and developing and implementing action plans to ensure budgets are achieved
- To promote and ensure a safe working environment, ensuring compliance with all statutory requirements and the organisation's policies and procedures

### **Financial Management**

The post holder shall be responsible for:

- The appropriation of all monies relevant to the scheme and ensure that all income and expenditure is accounted for
- The post holder shall be responsible for the management of all approved expenditure and associated accounting
- The post holder shall ensure that all monies held as received are properly accounted for, including the management of any "petty cash" held by the service

### **Human Resource Management**

The post holder shall be responsible for the supervision and coaching of the staff in their scheme. The main tasks shall include:

- Participation in the recruitment of staff if required in accordance with the organisation's Recruitment and Selection Procedures
- The allocation of casework, tasks, responsibilities and delegation as required
- The monitoring of performance and achievement of Quality Standards as required by the organisation
- Identifying Staff Training and Development programmes, including the identification of training needs and the implementation of appropriate training actions

- The implementation of the organisation's performance coaching system
- The implementation of the organisation's Disciplinary and Grievance Procedures as required
- Ensuring that adequate and appropriate Staff Support Procedures are implemented e.g. Individual staff support meetings, team briefings, weekly review meetings
- To promote and develop efficient team work and ensure that communication systems are effective

### **Policy and Procedures**

The post holder is expected to ensure that all organisational policies and procedures are implemented as required. The main tasks shall include:

- Ensuring that all staff are aware of their duties and responsibilities
- Ensuring that all relevant policies and procedures are communicated to staff
- To monitor and review the implementation of policies and procedures as appropriate
- To contribute to the review and development of policies and procedures relating to the organisation
- To produce staff briefings, guidelines and information leaflets as required in relation to organisational requirements

### **Representation**

The post holder shall be required to represent the organisation in a positive and committed manner

The main tasks involve include:

- The attendance at conference events, seminars, meetings and training sessions as required
- The provision of effective communications both internally and externally with our partners and other agencies and organisations
- The development of appropriate publicity literature and information in respect of the project and related services
- To liaise with external organisations and agencies and to develop systems to promote awareness of the services provided by the organisation

## **Quality Assurance**

The post holder shall be required to ensure that scheme services are provided in accordance with the agreed quality standards of the organisation

The main tasks involved include, in co-operation with the Homeless Services Manager:

- The post holder shall contribute to the development of relevant quality and performance standards and service for all aspects of the services
- The post holder shall contribute to the development of performance standards monitoring procedures to ensure compliance and organisational standards
- The post holder shall report targets, measures, and KPI's and review performance and action plans and ensure that all staff are fully engaged in performance management
- The post holder shall ensure that the Homeless Services Manager is appraised of performance accordingly

## **Service Delivery**

The post holder is responsible for ensuring the day-to-day delivery of all activities associated with the service.

The main tasks include:

- Provision and delivery of services on a day-to-day basis to agreed standards
- Ensure professional leadership of all associated services
- To establish effective monitoring and liaising arrangements both internally and externally
- To ensure compliance with all statutory obligations and organisational policies and procedures
- To manage and supervise all organisational resources in an efficient and effective manner
- To ensure delivery of all services to the highest quality standards
- To develop a culture of team-working and innovation within a framework of continuous improvement
- To ensure that service users are fully engaged in the provision of all services and that service users satisfaction is maintained to the highest levels
- To ensure that the organisation's values and ethos are promoted throughout the delivery of our services

## **Any other Duties**

This list is not exhaustive and only highlights key areas and tasks associated with this post. It cannot be prescriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands. The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility and delivery of high-quality services remain paramount.

## **WORKING ENVIRONMENT**

Because of the nature of this position, you will be required at times, to work away from your normal base to other Ark Housing locations. You may also be required on occasions to work outside normal office hours, to include evenings and weekends; and participate in providing an emergency out of hours on call.

## **HOURS**

Hours will normally be 37 per week during office hours. The post holder may on occasions be required to work evenings, weekends and provide out of hours cover.

## **HOLIDAYS**

Holidays would normally be 22 days rising to 27 after 5 years' service, and 32 days after 10 years, plus 13 customary holidays

## **SALARY**

Salary range £29,243 to £33,596

## PERSONNEL SPECIFICATION

**Position:** Team Leader

**Date:** May 2023

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment (Must Demonstrate on Application)	<p>A degree level qualification in a relevant discipline; or equivalent Leadership / Management Qualification and have at least 1 year's previous experience in the last 5 years in a similar role</p> <p>or</p> <p>Have at least 5 GCSE's including English &amp; Maths and 2 years' experience in the last 5 years in a similar role</p>	<p>Leadership / Management Qualification</p> <p>Have 3 years relevant experience in the last 5 years in a similar role</p> <p>CIH Membership</p>
Relevant Experience (Must Demonstrate on Application)	<ul style="list-style-type: none"> <li>• Experience of working in supported housing or community-based support services</li> <li>• Experience of working in partnership with external agencies / Stakeholders</li> <li>• Experience of supervising support staff</li> <li>• Have effective interpersonal communication skills</li> <li>• Be able to deal with customers in a confidential and non-judgemental manner</li> <li>• Be able to plan, organise and prioritise your work</li> </ul>	
ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	
Transport (Must Demonstrate on Application)	Must hold a valid driving licence & have access to a car for business purposes for use in the fulfilment of the role.	
Data Protection (Interview)	Is familiar with the requirements of the General Data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	



Customer Focus (Interview)	Have effective interpersonal communication skills. Has experience in adopting excellent service initiatives and is proactive in identifying solutions to problems. Applies a professional approach to ensuring good quality service to all stakeholders.	
	<b>PERSONAL BEHAVIOURS</b>	
Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

## **GUIDANCE NOTES**

It is important that you read these notes carefully before you attempt to complete the application form. Therefore, please take a few minutes to read the information in this pack which will guide you throughout the process.

### **Job Description and Personnel Specification**

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

### **Short Listing Candidates**

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

**CVs are not acceptable, and your application will not be registered if you submit a CV.**

### **Confidential Equality Form**

You should ensure that you complete the Equal Opportunities Questionnaire and return it in a separate envelope addressed to the Monitoring Officer and marked Private & Confidential or by email along with your completed application form to: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)

### **Supporting Documents**

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

### **Disclosure of Criminal Records**

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

## Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

## Equality of Opportunity

Ark Housing is an Equal Opportunities Employer and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact the Recruitment Officer either by telephone on 028 90 752310 or email: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)

## Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises to ensure that our Recruitment Policies and Procedures are effective. All applicants are required to complete the Equal Opportunities Questionnaire associated with this application and to return it for the attention of the Monitoring Officer.

## General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications **WILL NOT BE ACCEPTED.**
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.