**Job Description**

**Project Team Leader**

**Gateshead Multiple Complex Needs Supported Housing and Emergency Accommodation Service**

**Responsible to:** Head of Supported Housing

**Responsible for:** Operational Staff across the service: Senior Support Workers, Support Workers, Support Workers – Nights, Relief Staff

**Location:** Gateshead

**Salary:** Grade D: Starting salary is £32,126.17 per annum. The band goes up to £35,568.26 per annum, however, this is dependent on annual performance reviews.

**Total Starting Salary: £32,126.17 per annum.**

Additional on call allowance: £20 per night, £25 per night (weekends and Bank Holidays).

**Hours:** Full time 37 hours: hours vary between 8am-4pm and 9am-5pm Monday to Friday. May include additional hours and occasional anti-social working including evenings, weekends and bank holidays.

**Benefits:** Oasis Community Housing operates a contributory group personal pension plan and, if eligible, you will be automatically enrolled into the Oasis Trust pension scheme. Currently all staff in our pension scheme are required to contribute a minimum of 2%. The employer contribution is currently set at 7%.

Oasis Community Housing life assurance policy, through Omnilife, is open to all staff who earn in excess of £6000 per annum.

25 days holiday per year, plus statutory holidays, increasing to 30 days per annum after two completed years’ service

**Job Purpose:**

To provide day to day oversight of Oasis Community Housing’s Gateshead Multiple Complex Needs Supported Housing and Emergency Accommodation Service. The service operates two 24-hour staffed supported housing projects, and six units of emergency accommodation for those in Gateshead who have multiple and complex needs. The Project Team Leader will hold responsibility for line management of the Service Team, Safeguarding, Health and Safety, referrals, the delivery of holistic support provision to those living across the service, and monitoring and oversight of the provision. To lead the team in effective and close partnership working with Commissioners, Housing, Health and other relevant partners, and to provide leadership within the service, in line with organisational ethos and values.

**Organisation Context:**

Oasis Community Housing (OCH) is a Christian response to homelessness and disadvantage providing housing, support and other specialised services. The support provided aims to develop life skills that will enable people to live successful independent lives.

Oasis Community Housing is part of the Oasis group of charities. The group includes national charities dedicated to education, housing, and campaigning against human trafficking and we work to a common vision of creating communities in which everyone can thrive and reach their God-given potential.

We welcome applicants from all faiths or none, but it is important that all employees understand and sympathise with the Christian vision, ethos and culture of the organisation. However, it will be an occupational requirement that a practising Christian is needed for some specified roles. This will be highlighted in the qualifications section of the job description and will be clearly stated in the job advert.

Oasis Community Housing is an experienced charity, with its Central Office in Gateshead, Tyne and Wear.

This post is located split between the two supported housing sites. It also includes oversight of six self-contained properties making up the Emergency Accommodation element of the service. All are based within Gateshead.

Project specific:

Gateshead Multiple Complex Needs Supported Housing and Emergency Accommodation Service is an accommodation-based support service based across two 24-hour staffed sites, plus six self-contained properties located in Gateshead. The service is funded by Gateshead Council to provide supported housing, and emergency accommodation to those with multiple complex needs who are experiencing homelessness or at risk of homelessness.

Our properties are places of safety, Psychologically Informed Environments (PIE), from which we work with individuals using person-led, holistic, trauma-informed and solution-focused approaches. We aim to provide accommodation and support that helps people find self-worth and the belief that they deserve a better future, before moving them on safely and successfully, therefore reducing homelessness and the on-going risk of homelessness.

**Duties and Responsibilities:**

* To oversee the day to day running of the service, ensuring delivery is at all times in line with the organisational ethos, values, policies and procedures.
* To supervise and manage the service staff team, being the first port of call for any staffing issues, including performance appraisals.
* To participate in the recruitment and selection of new service staff.
* To be part of the organisation on call management team and rota, providing support to staff during unsocial hours.
* To monitor day to day expenditure against the service budget as guided by the budget and Head of Supported Housing.
* To oversee the holistic (mental, physical, emotional, spiritual) support provision to those being supported across the service, ensuring it is in accordance with the ethos and values of Oasis Community Housing; support provision is personalised to individual needs, and progress is regularly reviewed.
* To co-ordinate multi-disciplinary team (MDT) approaches to the support of people in the service.
* To lead in the interview and assessment of potential residents.
* To ensure safeguarding policies and procedures are adhered to in your practices, and the practices of the team, and that concerns are reported appropriately and expediently.
* To hold responsibility for implementing Safeguarding policies and procedures across the service; making day to day safeguarding referrals, on-going case management, and reporting, in conjunction with the relevant Safeguarding Leads.
* To maintain records needed to ensure excellent and consistent support provision, and support the staff team to meet those same standards; maintaining comprehensive case files, using our Inform data system, completing reports and

assisting in the measurement of outcomes.

* To ensure confidentiality of personal data held in the care of the organisation and project staff, as specified in the Data Protection Act 1998 (GDPR 2018) and Oasis Community Housing policies and procedures.
* To be accountable to senior management for project performance, providing regular reports including incident reporting, performance reports and management reports.
* To work in close partnership with colleagues from Gateshead Council and other partner agencies; professionally representing Oasis Community Housing and the individuals we support.
* To receive and respond to complaints and appeals in the first instance.
* To support the Head of Supported Housing in preparing for audits, reviews and inspections as required by partners, funders and stakeholders including regulatory bodies.
* To effectively liaise with our Health and Safety Officer whenever necessary.
* To work closely with the Housing Management Team, liaising regarding;
  + The collection and recording of service charges and housing benefit,
  + Void turnarounds,
* Repairs and maintenance - ensuring all properties are maintained to Oasis Community Housing standards,
* Issuing of sanctions
* To attend regular supervision sessions with your line manager.
* To attend relevant training sessions as required by the role / your line manager.
* To undertake any other reasonable duties as required.
* To ensure all working practice and interactions are in line with organisational ethos and values, and the ethos and values are implemented across the service.
* To be able to work in any Oasis Community Housing projects as required

**Personal Specification/Key Competencies:**

**Qualifications:**

* Relevant qualification to NVQ Level 3 (Essential)

**Work Experience:**

* Experience at Senior Support Worker or Team Leader level within supported housing projects; including needs and risk assessment, delivery of holistic support, health and safety (Essential)
* Experience managing staff or volunteers (Essential)
* Experience working in the safeguarding arena (Essential)
* Experience working with those experiencing homelessness and related issues including alcohol and substance misuse, offending (Essential)
* Experience in using person centred support plans (Essential)
* Experience participating in MDT meetings (Essential)
* Knowledge of drug and alcohol misuse (Essential)
* Knowledge of, and experience providing support, around mental health (Essential)

**Skills, Knowledge and Aptitude:**

* Excellent organisational skills, including time management and prioritisation (Essential)
* Ability to manage a heavy and varied workload in a demanding and challenging environment (Essential)
* Excellent interpersonal skills, and ability to build cooperative working relationships both within a team / organisation and with other agencies (Essential)
* Proven skills in leading, motivating and empowering staff and volunteers (Desirable)
* Ability to effectively use computer software packages i.e. Microsoft Office (Essential)
* Ability to develop and maintain professional staff/resident boundaries and support others to do the same (Essential)
* A mature, professional and flexible approach; excellent personal emotional intelligence and self-awareness, with an ability to work calmly under pressure, to reflect on own practice and accept feedback (Essential)
* Emotionally Resilient (Essential)
* Ability to challenge inappropriate behaviour (Essential)

**Motivation:**

* Be passionate and enthusiastic about supporting individuals, having a heart for people and believing that everyone has the potential to change, given the right support and circumstances (Essential)
* To have perseverance and never give up hope in those who use our services, instilling that hope into their daily lives (Essential)
* Be in sympathy with the Christian ethos and values of the organisation (Essential)