



quo vadis trust

## JOB DESCRIPTION

Job Title	Team Leader
Responsible to	Services Manager
Responsible for	Housing Officers
Hours	35 hours/week with Manager On-Call Commitment

### 1. Organisational Context

Quo Vadis Trust is a specialist housing charity in South East London. We provide a service to people whose mental health has deteriorated and who need support with their housing. Quo Vadis Trust provides homes to over a hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximize his or her independence.

### 2. Job Purpose

Responsible to the Schemes Manager for the delivery of high quality, client focussed, enhanced housing management services to QVT clients, which are comprehensive, provide value for money and are in accordance with QVT's strategies and values. All the clients will require low to medium level support dependent on their differing levels of mental ill-health. This post covers all the boroughs within which QVT operates and will be based in one or more of QVT's supported accommodation schemes.

### 3. Duties and Responsibilities

#### *Customer Service*

- Provide a courteous and polite customer service to QVT's clients, supporting them in the areas they have identified; dealing with their requests promptly and providing accurate, fair and unbiased advice as required.

#### *Management of a group or cluster of schemes*

- Ensure the Housing Officers provide an effective, efficient, responsive and customer focussed enhanced housing management service.
- Compile agreed standards for each scheme, consulting with clients during the compilation process. These standards will cover health & safety, cleanliness; client behaviour and engagement; maintenance, service charges, rent responsibilities, and any other areas that are identified between staff and clients.
- Ensure each scheme within the post holder's remit reaches the agreed standard in all identified areas and take all necessary actions to maintain these.
- Liaise with the Maintenance department over all maintenance matters and particularly in relation to the void and re let policy & procedures. Be proactive to ensure that all voids and turn over times are kept to a minimum to avoid unnecessary income loss.
- Ensure each scheme within the post holder's remit remains compliant with all the Health and Safety requirements.

- Organise and attend regular house meetings with the clients at least monthly and ensure that agenda items are identified prior to the meeting and that minutes are taken and distributed in a timely fashion.
- Ensure each scheme is audited at least twice a month for Health & Safety and Maintenance compliance and cleanliness.
- Ensure audit trails are contemporaneous and available for inspection when required by Senior colleagues.
- Ensure monthly spot checks of all schemes are performed and reported back to the Schemes Manager.

### ***Line Management of Housing Officers***

- Work in conjunction with the Schemes Manager and the HR department in the following areas relating to the staff for whom the post holder has responsibility:
  - Recruitment and induction
  - Training
  - Supervision
  - Annual appraisals
  - Performance issues
  - Grievances/Disciplinaries
- Hold regular (at least monthly) supervision meetings with each of the Housing Officers that you will line manage.
- Hold annual appraisals with the staff, under the guidance of the Schemes Manager and the HR department.
- Hold staff team meetings at least monthly and ensure that agenda items are identified prior to the meeting and that minutes are taken and distributed in a timely fashion.
- Participate in the Manager-On-Call rota
- Arrange relief cover where necessary, either with the use of bank staff, or by covering a shift/shifts in an emergency situation.

### ***External Agencies***

- Liaise with those external agencies that will help with achieving the clients' goals. These will include Lewisham Council, South London & Maudsley NHS Trust, other statutory and voluntary agencies and family & friends
- Encourage and support client engagement with the community and foster alliances with community agencies

### **4. Budgetary control**

- Work with the Schemes Manager in relation to identified areas of the service budgets. This will include:
  - Helping to identify areas to be included in the budget,
  - Monitoring expenditure and being prudent in relation to petty cash
  - Explaining any variances

### **5. New Services**

- Work with your team, the Schemes Manager, the Housing Department and other internal and external colleagues when bringing a new property into use.

## **6. General**

- Positively represent Quo Vadis Trust to outside agencies to assist in the development and strengthening of partnerships; communicating the Trust's vision, values and strategic aims
- Communicate effectively and work productively with all staff.
  - To ensure that the Care, Support & Recovery and the Housing department's strategic objectives are achieved
  - To be a team player in all activities.
- Foster positivity and productive working relationships with all internal and external stakeholders, contractors, suppliers and agencies.
- Exercise a high degree of probity and personal integrity in dealing with both internal and external stakeholders, contractors, suppliers and agencies.
- Participate in the review and production of QVT policies and procedures and ensure that all schemes and staff have up-to-date policies and procedures at hand.
- Undertake any other tasks which might reasonably be requested by the line manager.

## **7. Health and Safety**

- Be responsible for ensuring that all staff adhere to lone working policies & procedures and that all personal safety equipment including alarms and mobile phones are maintained and effectively used at all times
- Ensure that all schemes are maintained to a high standard with regards to Health and Safety and that audit trails are readily available for inspection by the Schemes Manager and other regulatory agencies.
- All employees must observe, comply and continually promote Quo Vadis Trust's policies and procedures for Health and Safety.

### ***Equality, Diversity and Inclusion***

All employees must observe, comply and continually promote Quo Vadis Trust's Equality, Diversity and Inclusion Policy.

**This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.**

## PERSON SPECIFICATION

<b>Job title</b>	Team Leader
<b>Department</b>	Operations

<b>Education, Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessment</b>	<b>Minimum shortlist score /3</b>
Housing Qualifications or equivalent and Numerate and Literate to the equivalent of A Level or above	√		Application form Test	3
Specialist relevant training or experience	√		Application form Interview	3
<b>Experience</b>				
Experience working in a social housing environment	√		Application form Interview	3
Experience working in the mental health sector	√		Application form Interview	3
Demonstrable customer service experience	√		Application form Interview	3
Experience of managing a team and budget	√		Application form Interview	3
Computer literate, with knowledge of Word and Excel	√		Application form/ test	3
Service improvement experience		√	Application form Interview	2
<b>Skills/Abilities</b>				
Excellent leadership and supervision skills, develops and communicates vision.	√		Application form Interview	2
Awareness of current housing issues and tenancy sustainment	√		Application form Interview	3
Knowledge of welfare benefits related to housing	√		Application form Interview	3
Knowledge of rights and responsibilities of landlord and tenant	√		Application form Interview	2
A creative but logical analytical approach to problem solving	√		Application form Interview	3
Attention to detail	√		Application form Interview	3

Able to relate with Service users and Stakeholders	√		Application form Interview	3
Ability to work under pressure and to tight deadlines	√		Application form Interview	2
Able to demonstrate a conscientious and dedicated attitude	√		Application form Interview	3
Ability to work on own initiative and commitment to team working	√		Application form Interview	3
Flexible and adaptable	√		Interview	3
<b>Other relevant criteria</b>				
Able to travel between sites	√		Interview	3
Able to participate in Manager-On-Call rota	√		Interview	3
Effective staff management and problem solving skills	√		Application form Interview	2
			<b>Total score</b>	<b>/59</b>
			<b>Minimum shortlisting score</b>	

### Instruction

If more than the required number of applicants pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers with a disability meet the minimum shortlist score, they will automatically be invited to attend for interview, which may mean interviewing more than required number of candidates.