

York Road Project

Job Description: Day Services Team Leader

Reports to: Deputy Chief Executive

York Road Project is a charity operating in Woking. Our day centre is where we offer a drop-in breakfast session every day from 7:30, we then run workshops and activities throughout the day. The day centre is a busy vibrant hub and supports those who are rough sleeping in Woking. We work closely with partnering providers in the voluntary and statutory sector.

We have a team of up to 20 specialist staff including well-being workers, navigators and an outreach team who help hundreds of men and women within the local community who have found themselves either rough sleeping or at risk of being homeless.

We are looking for someone with management experience who can work in a busy, chaotic but rewarding environment who has compassion and empathy for the work we do. The role is perfect for someone who has pre-existing management skills along with plenty of creativity and the ability to think on their feet. It is essential you share a passion for supporting people with a multitude of complex needs and that you have experience of working with people to achieve their goals and aspirations.

To cover on call one week in four is an essential part of this role – additional payment of £58.37 per week.

37.5 hours per week

Rates of pay: £28,000 per annum + on call allowance

Key tasks:

- Develop a clear vision for the services in line with York Road Projects business plan and mission statement
- Direct line management of Outreach Team, Prop Team, volunteers and Kitchen Supervisor
- Support staff to comprehensively assess clients' needs
- Work collaboratively with other managers, actively contribute to the Management Team by attending required meetings in the local area
- Help develop housing opportunities through good working relationships with housing providers and local authorities

Empowerment • Inclusion • Belief

- Develop effective multi agency operational links in particularly with housing and statutory services, agencies and others within the statutory sector
- Run workshops, focusing on providing support to those who are homeless with daily living skills, health and well-being etc
- Using our database, ensure correct records are maintained and submit contract reports to line manager on time and accurately.
- Build awareness of YRP by giving presentations to a variety of audiences.
- To attend a full team meeting bi-monthly and weekly day staff meetings
- To attend regular meetings with the Deputy Chief Executive.
- To undertake any tasks as identified by the Deputy Chief Executive or Chief Executive, as and when required, to meet the needs of the Organisation.

Supporting staff and team dynamics

- Ensure staff are well trained and supported to work to their full potential
- Providing regular staff supervision
- Develop a strong team spirit that provides cohesive and consistent services
- Foster personal growth and development of specialist skill/expertise.
- Provide consistent staff cover through fair rotas

Record Keeping:

- Record all contact with clients electronically in a timely manner ensuring accuracy at all times.
- Recording and securing all paper documentation according to the Data Protection and Confidentiality policy.
- Ensuring that all monies received are recorded and stored securely as per policy.
- Ensuring that all records are completed accurately and on time to meet the needs of the Organisation's Commissioners.

Training:

- The post will be required to undertake internal and external training which may be away from the normal place of work and outside of normal working hours.

Person Specification

Experience

Essential

Minimum of 2 years' experience of supporting clients with marginalised needs
Experience of managing staff
Experience of delivering a customer focused service

Experience of managing a budget

Desirable

Experience of developing and delivering policy and procedures
Experience of using a database and creating reports.
Experience in managing volunteers.

Knowledge & Skills

Essential

IT literate and proficient in use of MS Office
Ability to communicate at all levels
Good numeracy skills
Ability to compile reports
Ability to work to deadlines and effectively manage own workload
Basic research skills

Desirable

Experience of giving presentations to a varied audience.
Experience of working in a fast-paced and challenging environment.
Working understanding of housing law and current housing issues

Personal Attributes

Essential

Ability to work to own initiative, to meet deadlines and work under pressure
A flexible approach to work
Good interpersonal and communication skills, and a team player
Able to attend out of hours meetings
Commitment to equal opportunities
Self-motivated
Flexibility
Passionate about supporting people away from the cycle of homelessness.