**Manchester City Council**

**Role Profile**

**Team Leader (Grade 7)**

**Homelessness, Neighbourhoods Directorate**

**Reports to: Rough Sleeping Support Service Team Manager**

**Job Family: People Care and Support Indirect**

**Key Role Descriptors:**

The role holder will ensure the provision of a high quality, people-centered service which understands the causes of service user needs in order to improve their opportunities and independence.

The role holder will carry out or manage the delivery of complex assessments which responsive to the social care needs of the service user in a sensitive and appropriate manner considering and implementing a range of available solutions and interventions.

The role holder will establish and maintain partnerships with a range of stakeholders in line with statutory functions and relevant legislation and Council policy and procedures.

**Key Role Accountabilities:**

Identify, understand and respond to the health and social care needs of service users by providing relevant services to ensure positive outcomes whilst ensuring quality and cost effective services.

Deliver professional and detailed advice and assistance with regards to options available for the care and support needs of service users to promote better outcomes.

Identify current and potential safeguarding risks and refer where appropriate, assisting in investigations of allegations to ensure vulnerable service users are protected.

Provide high quality support to the service management as required, ensuring the efficient and effective deployment and performance of the team in relation to workload and capacity demands.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management.

Assist with the monitoring and review of service delivery to ensure that performance targets are met and developed, implement and review procedures to continually enhance the service.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role.  If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The Outreach Inreach Team sits within Manchester City’s Council’s Homelessness Services. It works to identify and engage with people who sleep rough in the city and support them in moving off the streets into appropriate accommodation.

The client group may present with complex issues, may be vulnerable and the role can be challenging. The team works closely with other services to address issues including those relating to drugs, alcohol, mental and physical health problems. It links in with other outreach services; health services; day centres; charitable organisations and is also a key part of the integrated neighbourhood management model, working closely with Police and Neighbourhoods Teams.

The Team Leader will be responsible for the co-ordination of city wide outreach provision which includes that delivered by the in-house Outreach Inreach Team and external providers. The role will have responsibility for specific areas within the Outreach Inreach Team that will involve leading the Outreach team to reduce rough sleeping and the Inreach Teams as they support clients in temporary accommodation.

The post holder will ensure the development and co-ordination of the City’s response to rough sleeping through working collaboratively with internal and external commissioned and voluntary sector partners.

Duties of the Team Leader (Outreach Inreach) include:

* Lead and manage the in-house Outreach Inreach Team within the Homelessness service
* Co-ordinate external providers
* Take a lead in developing an innovative and best practice approach when implementing the Council’s Homelessness Strategy
* Taking forward the work of the Manchester Homelessness Partnership
* Ensuring services are integrated with and contribute to wider strategic priorities
* Working collaboratively with other agencies and stakeholders to gain investment in service development, identify information needs, plan and deliver services to meet the needs of people
* Establishing common goals with stakeholders and work to achieve joint objectives whilst avoiding duplication

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills**: Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence.
* **Analytical Skills**: Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Planning and Organising**: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making Skills**: Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.
* **Strategic Thinking**: Ability to identify and prioritise objectives that are consistent with the strategic vision of the organisation.
* **People Management**: Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

**Technical Requirements (Role Specific)**

* Must consent to and apply for an enhanced DBS check.
* Requirement to work on a rota pattern covering Monday to Friday 06:00 to 20:30 – Flexibility payment of 6.7% will apply
* During activations of SWEP (Severe Weather Emergency Protocol) Team Leaders will switch to an alternative rotational shift rota that will include working nights – Night Time Plussage payment will apply when working a night shift.