

**Changing lives through inclusion**

**Job Description and Person Specification**

Job Title: Homelessness Services Senior Lead

Hours: 25 hours per week

Salary: £25,000

Contract: Permanent

Reports To: Operations Manager

Projects you will be responsible for:

* Housing First
* Torridge Rough Sleeper
* The Junction
* Streetwise
* Ripple Project

About the role

Encompass has seen significant growth over the past 18 months specifically with the introduction of the Flow projects, Women’s Services and continued growth and development within our range of supported housing. This role has been introduced to support the charities infrastructure by providing day to day supervision of both projects and staff within Encompass’s Homelessness Services area.

The post holder will

* provide day to day supervision of projects to ensure that we are working towards delivering projects within a Trauma informed and psychologically informed environment.
* ensure that all staff working across the services feel supported to deliver a high standard of service to our clients and stakeholders
* support the Operations manager and Chief Officer in the delivery of the Strategic Objectives.

The Lead will be responsible for working with the Operations Manager to maintain contracts, commissions and funding agreements through monitoring, evaluation and reporting.

The emotional and mental demands of this post are significant as the lead role will often be working with people who are rough sleeping, homeless or at high risk of either or both. Some will be distressed and display challenging and complex behaviours.;

There will be exposure to a moderate-high level of health and safety risk associated with working with people with a high level of needs in outreach situations;

Main Duties

* Line-manage, induct, supervise, organise training and appraise the work and development of all project staff within our Homelessness Service projects ensuring they are supported and guided appropriately.
* Ensure that all projects continue delivering services within a Psychologically Informed Environment (PIE) and Trauma Informed Framework
* Encourage good teamwork and strong lines of communication between all members of staff and volunteers.
* Participate in the recruitment and selection process of new staff.
* Ensure service delivery and adequate cover from within available staff and organisational resources
* Keep yourself and the team up-to-date with policy changes and other key developments around a range of relevant issues
* Oversee/introduce fortnightly service team meetings
* Provide regular 1-1 supervision for all staff within our Homelessness services as dictated by our policies and procedures.
* Ensure that appropriate systems for case recording, statistics, follow up work and quality control are developed and maintained jointly with the Operations Manager and Office and Finance Manager.
* Ensure effective working relationships with all partner and network agencies and develop effective relationships with relevant external organisations
* To co-ordinate and lead on Team Around the Person (TAP) meetings.
* Promote Encompass services to potential new users and a range of external individuals and organisations
* Represent Encompass, as appropriate, to statutory, voluntary and commercial organisations, professional bodies and institutions.
* Advise the Operations Manager on staffing and service delivery issues and work together to resolve these.
* Contribute towards the Annual Report as requested.

Other Duties and Responsibilities

* Work with the staff team to develop and implement Encompass’s Health and Safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers are aware of their responsibilities in respect of their role, monitoring information and recommending action as required
* To organise and, as far as is reasonable, administer own work, meeting deadlines and reporting requirements
* To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the Operations Manager or Chief Officer.
* Undertake other tasks deemed commensurate with the role so as to ensure the effective operation of Encompass.

**Person Specification**

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|  | Essential | Desirable |
| **Knowledge and Experience:** |  |  |
| Experience working in housing or homelessness, mental health, substance misuse, offending or other related field | √ |  |
| Experience of working with vulnerable people or groups | √ |  |
| Understanding of adults with multiple and complex needs | √ |  |
| Understanding of how social disadvantage affects service take up | √ |  |
| Understanding of Housing First principles and philosophy |  | √ |
| Understanding of Psychologically Informed Environments (PIE) and Trauma Informed Care (TIC) |  | √ |
| Knowledge of welfare rights and benefits system |  | √ |
| Experience of working within confidentiality and safeguarding frameworks | √ |  |
| Understanding of equality and diversity | √ |  |
| **Skills:** |  |  |
| Ability to plan, prioritise and work under own initiative | √ |  |
| Excellent organisational skills | √ |  |
| Strong attention to detail skills in the production of reports | √ |  |
| Ability to work collaboratively and constructively within a team setting | √ |  |
| Ability to influence and motivate a diverse range of stakeholders to develop best practice | √ |  |
| Excellent interpersonal, communication, active listening and presentation skills, with an ability to relate to a wide range of audiences | √ |  |
| Ability to multi task and act under pressure. | √ |  |
| Ability to respond positively and proactively to changes in the internal and external environment | √ |  |
| Ability to negotiate effectively with key stakeholders | √ |  |
| Persistence and determination in dealing with challenges | √ |  |
| Creativity and enthusiasm with a positive and solutions-focused attitude | √ |  |
| ICT literate and familiar with a range of basic software packages. | √ |  |