



Team Leader –Housing Services

Applicant Information Pack

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.

We are an equal opportunities employer.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

Benefits of Working with Spring:

✓ Flexible working hours including part time hours, evenings and weekends

✓ 30 days per annum including bank holidays

✓ 1 day's paid leave (pro rata) on your birthday

✓ Contributory pension scheme

✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade

✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments

✓ Employee assistance programme – free

Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

The HUB will provide a multi-disciplinary single point of access into services for vulnerable adults. Services will be in person specific and offered irrespective of housing tenure. The Hub will provide advice, receive and make referrals through face to face advice for support and assistance encompassing housing, health, employment & training, mental health, substance misuse and linking to community based support and activities. The Hub will support customers accessing its services to stabilise accommodation and facilitate access to other and appropriate support services within the City.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert: Team Leader – Housing Team

This is an exciting opportunity for an experienced Team Leader to join our growing charity, with responsibility for our Housing Services in Coventry. The successful candidate will be responsible overseeing day to day management of our accommodation services within Coventry.

The aim of the services is to prevent homelessness by supporting adults to sustain their tenancies within Spring's exempt supported accommodation. This is achieved through supporting tenants to maximise income, access statutory services, identify and access training and employment opportunities, refer and signpost to specialist services, manage and understand their rent accounts and ensure Spring provides good quality accommodation.

The ideal candidate must have a proven track record and understanding of working with vulnerable people, the ability to lead a team and develop a culture of creativity and innovation, to deliver outstanding services in line with service requirements. You will need to have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing needs and demands of the service.

In this role you will be required to be highly flexible and participate in the on-call system providing management support to staff and to the people who use our service.

An enhanced DBS check will be required. At Spring, we value our staff and work hard to develop their skills through the provision of training and support.

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at recruitment@springhousing.org.uk

Job Type: Full-time – 37.5 hours

Salary: up to £22,500

ROLE PROFILE

Section 1 - Role

Post:	Team Leader – Housing Services
Reporting to:	Head of Housing
Directive:	Housing Services
Grade/Salary:	£22,500
Car user:	Up to 40p per mile

Section 2 - Key Tasks and Responsibilities

OVERALL JOB PURPOSE

Be responsible for staff management, ensuring all aspects of health and safety at the scheme(S)/patch is maintained. To be responsible for the day-to-day management of our tenancies, providing support to customers who may have a range of support needs.

To work flexibly in both scheme and community based settings according to demand and to work as part of a team to provide a culturally sensitive service to enable customers in the community to maximise their independence. To participate on the on-call rota.

Section 3 – Duties

Housing and Tenancy Management

1. To be responsible for the overall day-to-day management of the tenancies in the community and their maintenance and physical condition and that of their fixtures and fittings.
2. To ensure that all Spring accommodation are maintained as a safe and pleasant environment for customers to maintain their tenancies.
3. To administer occupancy agreements across Spring accommodation (general needs) and independent supported accommodation including, where necessary, tenancy termination.
4. To interview people referred and assess needs regarding accommodation
5. To manage and maintain a petty cash float at the scheme in conjunction with the other staff.
6. To undertake administrative tasks and keep records as required and to undertake word processing tasks, reports and letters.
7. To collect rents and charges and to monitor and act on arrears where they arise.
8. To liaise with the income recovery officer in relation to rent arrears cases.
9. To monitor voids and check the rooms/properties have not been abandoned and take appropriate prompt action.
10. To ensure the security of the accommodation and to be responsible for on-site health and safety and fire precautions, and ensure that door entry system, CCTV and intercom systems are accurately maintained and up-to-date.
11. Maintain 100% contact with customers
12. Ensure housing management and customer databases are kept up to date on a regular basis
13. Conduct regular property audits and file checks and produce findings and actions to the management team
14. Conduct regular audits and site inspections to ensure a quality service is being delivered.

Support

1. To work with customers both site based and within the community to provide practical support and counselling on matters such as housing, employment, finance, cultural needs, social and personal problems, education, social skills, hygiene and health care.
2. To identify specialist community services, e.g. Social Services, health Services etc. to meet the cultural and support needs of customers

3. To assess benefit entitlements of customers to assist them in liaising with the relevant agencies to claim and receive payment.
4. To identify move-on accommodation options
5. To assist customers to manage and sustain their tenancies and to deal with practical and other problems to achieve this including neighbour disputes, harassment, budgeting and access to social and community facilities.
6. To monitor the support needs of customers and to work with specialist support providers to ensure that such support needs are met.

Health & Safety

1. Oversee all aspects of Health & Safety at the scheme/services and immediately action and report any adverse defects
2. Carry out regular property audits
3. Ensure that Springs Repairs and Maintenance and void management policy and procedures are adhered too within a timely manner
4. Maintain rotas and ensure effective management at the scheme
5. Order, replenish stock required for effective running of the services

Safeguarding and Health and Safety

1. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
2. Take responsibility for safeguarding and health and wellbeing concerns for customers and staff
3. Ensure that Safeguarding and Health and Safety Policies and procedures are adhered to and report serious concerns to Senior Management.

Budgets and Financial Control

1. Management and monitoring of service to ensure cost efficiency and value for money
2. Manage the allocation of petty cash ensuring that accurate records are maintained

Record Keeping

1. To provide accurate and timely information as required by the contract.

Supervision of staff

1. To be responsible for the day to day management of Tenancy Sustainment Workers
2. To conduct supervisions and probation meetings in line with Spring's induction and performance management policy programme.
3. To support staff with their ongoing professional development including identification of training needs.
4. To monitor any performance management issues in line with Spring's policies.
5. Monitor sickness and absence in accordance with Spring's absence policy
6. To participate in multiagency meetings, support staff with complex cases where appropriate
7. To monitor staff annual leave requests to ensure requests do not conflict with the needs of the service
8. To ensure staff records are kept upto date at all times and to update records on BreatheHR

General

1. To participate in team meetings, supervisions and other review meetings and demonstrate a commitment to your learning and professional development.

2. Work shifts on a rota basis; this will include weekends and evenings as required and be part of the on call rota.
3. To ensure that all customers, staff, and others are treated equally and fairly in accordance with policy and procedure.
4. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring in a professional manner at all times.
5. To attend weekly team meetings, Case Review and other meetings as necessary and directed.
6. To ensure that confidentiality of information is maintained at all times.
7. To prepare reports for senior management as necessary and as directed.
8. To work within a framework of equality of opportunity.
7. To identify and implement action to ensure services are continually improved.
8. To ensure regular statistical / monitoring returns are reported and recorded accurately and on time.
9. To carry out any other duties commensurate to the role and status of the post as directed from time to time. To respond to unforeseen and crisis situations as required and be available for emergency cover within your own project and contribute to the overall running of the project

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing Associations aim to reach agreement on changes, but if agreement is not possible, Spring Housing Association reserves the right to change this job description.

Person Specification

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> ▪ Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment ▪ NVQ level 2 in Leadership and Management is desirable (or NVQ Level 2 in Health and Social Care) 	✓	✓
Experience <ul style="list-style-type: none"> ▪ Proven track record and understanding of working with homeless people. ▪ Experience of managing services for vulnerable people ▪ Experience of working within contract management frameworks ▪ Experience of working with partner organisations to create multi agency positive solutions for vulnerable people ▪ Ability to deal with unforeseen and challenging situations calmly and effectively ensuring risks are reduced ▪ Experience of supervising staff including recruitment, supervisions, training and performance management ▪ Experience of handling safeguarding issues, referrals etc ▪ Experience and understanding of housing management functions such as health and safety in properties and arrears management ▪ Ability to problem solve and make decisions. 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Knowledge and Understanding <ul style="list-style-type: none"> ▪ Knowledge of welfare rights, criminal justice system and or support services for vulnerable people ▪ Knowledge and understanding of external partner agencies supporting offenders and vulnerable people ▪ Excellent understanding of IT systems including Microsoft packages and Customer Management Systems (CRM) 	✓ ✓ ✓	

<ul style="list-style-type: none"> ▪ Understanding of the need for and observe confidentiality at all times ▪ Understanding of health and safety management and risk management 	✓	
<p>Abilities and Skills</p> <ul style="list-style-type: none"> ▪ Ability to lead, manage and motivate staff and vulnerable people ▪ Ability to manage, drive, monitor and improve service delivery and effective team performance ▪ Ability to 'get involved' in the day to day activities of the service ▪ Able to maintain accurate records, both electronic and written and carry out calculations to monitor budgetary spend ▪ Ability to work as an integral member of the team ▪ Good organisational skills and an ability to prioritise and manage work to deadlines ▪ Ability to change and adapt to demands in a fast-moving environment ▪ Ability to problem solve, and explore solution focused methods to solve issues. ▪ Excellent interpersonal and communication skills 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
<p>Behaviours</p> <ul style="list-style-type: none"> ▪ Sensitive to customer needs with a strong commitment to delivering high quality service ▪ A positive approach to work ▪ Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies ▪ Promotion of equality of opportunity for vulnerable people and recognise and value all aspects of diversity 	✓ ✓ ✓ ✓	
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> ▪ Full driving licence and access to a vehicle ▪ To participate in the on-call managers rota ▪ Able to work at weekends and evenings if required ▪ Enhanced DBS check 	✓ ✓ ✓	