

# **FUSION HOUSING - Job Description**

<b>Job Title</b>	<b>Team Leader</b>
<b>Department</b>	<b>Fusion Housing Support</b>
<b>Location</b>	<b>Dewsbury</b>
<b>Responsible to</b>	<b>Housing Services Manager</b>
<b>Hours</b>	<b>37</b>

## **Main Objectives**

- To ensure that Fusion Housing maintain an accessible, effective Housing Related Support Service in Kirklees at all times.

## **Key Responsibilities & Duties**

- To provide support and line management to Housing Related Support Staff across Kirklees.
- To operate a suitable allocations system across Kirklees and ensure adequate performance measures are in place to meet contractual requirements.
- Provide advice and assistance to clients and potential clients on all aspects of housing related support when required.
- Meet agreed team targets as they relate to contract requirements

## **Role Specific Duties**

### **Line management duties**

- Ensure that Housing Support Staff are supported and enabled to deliver an excellent quality service to vulnerable clients.
- Carry out regular support and supervision sessions.
- Monitor performance of staff through regular file sign offs and audits.
- At appropriate intervals, taking into account the experience and expertise of individual Housing Support Staff, carry out observations of staff in delivering support to clients
- Manage Housing Related Support Staff time sheets, travel claims, leave requests and manage sickness monitoring within the teams.

### **Contract requirements.**

- Ensure that clients are allocated a place on the Housing Related Support Scheme at the earliest opportunity. Liaise with the Initial Contact Manager and Fusion HOMEs staff regarding waiting lists and times prioritising where needed.
- Ensure that clients are provided with the highest quality support and in accordance with contract monitoring requirements.
- Have a relevant and up to date knowledge of housing law and practice.
- Chair meetings when required.
- With relevant Managers, help to facilitate the changes needed to service provision in order to meet the requirements of current contractual provision.

### **Organisational requirements**

- Ensure that Fusion Policy and Procedures are understood and adhered to by Housing Related Support Staff
- Ensure that peripatetic Housing Related Support Staff in particular understand Lone Working procedures and that Health and Safety policies are adhered to.
- Participate in the recruitment and induction of Housing Related Support staff.

## **Organisational Responsibilities**

### **1. Policies and Procedures**

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office Manual and to adhere to them.
  - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
  - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
  3. A commitment to safeguarding children and adults at risk.
  4. To participate in strategic development of the organisation, internally and externally.
  5. To attend and contribute to staff meetings and other relevant meetings.
  6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
  7. To work with the team in monitoring, evaluating and developing the services.
  8. To participate in relevant training courses.
  9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
  10. To undertake any other duties as required by the Director.
  11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.