

JOB DESCRIPTION

JOB TITLE:	Urgent Support Team Leader
GRADE:	6A
REPORTING TO:	Tenancy Sustainment Manager
RESPONSIBLE FOR:	Urgent Support Co Ordinator(s) and Safeguarding, Suicide and Domestic Abuse Leads

ROLE SUMMARY

This role will be central to believe housing in supporting the safeguarding of children and vulnerable adults, suicide, and domestic abuse concerns under the umbrella of Urgent Support and will be pivotal in the delivery of believe housing's approach to urgent life concerns. You will manage the organisation's urgent support coordinators and recruit and support the volunteer, suicide leads. The role will also support the Tenancy Sustainment Manager and the Safer Neighbourhoods Manager in taking forward Urgent Support across the organisation.

You will assist the Tenancy Sustainment Manager and the Safer Neighbourhoods Manager on safeguarding, suicide, and domestic abuse within believe housing.

You will be passionate about driving critical interventions across the organisation so that our people and all those who come into contact with believe housing will feel safe and supported. You will work autonomously, advising and supporting colleagues regarding concerns & investigations, undertaking a continuous cycle of monitoring and control in line with our policies, procedures and statutory safeguarding duties.

To be successful in this role you will ideally have proven experience of the following:

- Influencing a safeguarding and domestic abuse agenda to drive cultural change
- Building relationships with a range of stakeholders demonstrating credibility and inspiring confidence
- Delivering awareness and training sessions in relation to urgent support
- Supporting the development and implementation of policies, procedures and guidance
- Effective reporting including compliance, statutory and audit

MAIN DUTIES & RESPONSIBILITIES

- Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.
- Lead the Urgent Support Team, creating a climate and culture that maximises performance, potential and ambition of individuals and the team.

- Work with the team to ensure robust electronic systems are in place to track and manage cases.
- Support the development of the safeguarding, suicide and domestic abuse policies and procedures, ensuring they are achievable.
- Support the Team in managing cases.
- Ensure the delivery of the safeguarding and domestic abuse training strategy as well as sourcing and identifying suitable training; regularly evaluating its impact on practice.
- Lead case review processes, undertaking regular case reviews, identifying and disseminating lessons learned.
- Continue to develop strong and effective working relationships with other teams both within the business and external partners to ensure we deliver an outstanding and seamless service.
- Contribute to the development of policies and processes across believe housing to ensure that high quality consistent services are delivered.
- Represent believe housing on appropriate networking groups and act as an ambassador for the organisation.
- Support the development of the Urgent Support Co Ordinator's and the Suicide leads to ensure the service continues to meet customer and business needs.
- Develop and drive performance management, including production of appropriate performance data as required, meeting success measures and targets, driving continuous improvement.
- Ensure effective management of the Urgent Support team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedure.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with believes' confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	NVQ level 4 or equivalent or relevant experience in a management role for a housing provider	Evidence of further professional development or qualification in relation to Safeguarding4	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	<p>Experience in the delivery of operational housing services</p> <p>Experience of delivering national and regional safeguarding and domestic abuse requirements</p> <p>Experience of leading, developing, motivating and managing a team of staff</p> <p>Experience of delivering outstanding customer focused services</p> <p>Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers</p> <p>Experience of producing performance management data and determining outcomes and impacts</p> <p>Ability to work as part of a team and in partnership with other services and officers</p>	<ul style="list-style-type: none"> • Experience of working in multi-disciplinary teams • Experience of providing advice and support services • Experience in the implementation of raising awareness campaigns • Experience of the provision of safeguarding adults and children • Experience of MARAC/MATAC processes 	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks

Skills/knowledge

<p>Working knowledge of current safeguarding and domestic abuse issues</p> <p>Excellent interpersonal skills, including being able to influence, persuade and negotiate to achieve positive outcomes</p> <p>Able to use coaching skills to support others</p> <p>Excellent organisational skills and ability to produce quality work to tight deadlines</p> <p>Able to communicate information confidently to a range of audiences</p> <p>Ability to manage a high workload and conflicting priorities.</p>		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
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