

## Housing Team Leader

<b>Team:</b>	Housing
<b>Location:</b>	Bedford
<b>Salary:</b>	£27,000 - £34,000 per annum (dependent on experience)
<b>Working Hours:</b>	37.5 per week
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Regional Service Manager

### INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

**We believe everyone deserves to feel valued, to be happy, to belong.**

## JOB SUMMARY

As Housing Team Leader, you will be responsible for managing the CLI Recovery Housing Team and ensuring the work that Housing Support Workers are responsible for is fully compliant and delivered to a high quality. You will motivate them to ensure the support provided is centered around the needs of the people we support. You will act as an ambassador for CLI locally and will work closely with the Regional Service Manager to develop your relationships with external stakeholders such as partner agencies.

The role will also involve carrying a caseload of CLI Recovery Housing service users, providing them with one to one support to maintain their tenancy and achieve their goals. You will also be responsible for the recruitment and management of the Housing Support Workers in the CLI Recovery Housing. You will be required to ensure the performance of employees is in line with KPI's and contract requirements whilst ensuring employees operate in line with CLI's strategic plan, mission and values. It is essential that you have management skills with the ability to problem-solve and communicate effectively to your team to ensure the team understand their responsibilities and CLI's mission.

## KEY DUTIES & RESPONSIBILITIES

- To work with the Regional Service Manager and your team and other relevant employees at CLI to ensure CLI Recovery Housing is delivered to a high standard and is compliant and safe for our service users.
- Complete maintenance/repair jobs and/or liaise with third party contractors to ensure high quality repairs are completed within required timeframes.
- To have line management responsibility for employees working for CLI Recovery Housing.
- To have a caseload of CLI Recovery Housing services, providing person centre one to one support.
- To develop effective relationships with partner agencies and other stakeholders.
- To liaise effectively with local organisations and other relevant agencies to ensure the best support can be provided to service users.
- Work with managers and employees so they understand how to deliver effective housing management and support.
- Identify any risks and poor practice in relation to housing and then report them to the Regional Service Manager appropriately.
- Managing the completion of day-to-day repairs and planned maintenance and emergency works by using appropriate systems to record maintenance works as logs.
- To complete housing audits.
- Work alongside the Regional Service Manager to assess and ensure that employees are competent in the delivery of safe housing management, support, systems and checks.
- Practically support staff in relation to housing management issues, deliver training related to this and advise on best practice.
- Engage and manage fully with a continuous housing stock quality upgrade and where necessary replacement. This may include identifying new properties, agreeing and supporting a schedule of works where needed and working with the Regional Service Manager to ensure the properties are safe.
- To maintain and develop excellent working relationships with a range of housing professionals from partner agencies, ensuring clear referral pathways and effective communication is always in place.

- To oversee onboarding and offboarding of tenants and ensuring voids are filled in a timely manner.
- To oversee the service charge payment.
- When required to, support with the Energy Performance Certificates are at the required grades in line with legislation.
- When required to, support with the health and safety policy, systems and frameworks are adhered to and fit for purpose.
  - To support the Housing Support Workers with the management of housing stock and undertake weekly and monthly checks in line with statutory compliance as outlined below and ensure this is logged through the appropriate systems Weekly H&S property inspection report
  - To support with Weekly Maintenance Checks - monitor the condition of the property e.g. ensuring heating is in good working condition, cleanliness of the property, condition/standard of furniture and electrical items etc.
  - To support with Monthly Property Conditions and Compliance Report – ensuring property compliance certification involving periodic testing and servicing along with H&S Risk Assessments are current and in date
  - To support with arranging annual/bi-annual statutory landlord periodic testing certification and inspection of gas appliances, fire safety measures (fire alarm system, emergency lighting, fire risk assessment) and other statutory landlord certification: Annual Gas Certification
  - To support with Bi-Annual Fire Alarm test and commission
  - To support Bi-Annual Emergency lightning test and commission
- To maintain accurate, up to date records on relevant case management systems, recording the weekly progress of individual support plans and information on outcomes within set timeframes.
- To report Housing Performance trends and issues to the Regional Service Manager.
- To have line management responsibility for your team, whilst promoting and embedding the workplace values of CLI to the employees you are responsible for.
- To ensure the quality of support provided by Housing Support Workers is to the required standard and under performance is managed effectively.
- To ensure your team participates in, as appropriate, training, research, and other developmental activity relevant to improve performance and standards of practice.
- To ensure that you are up to date on all relevant policies and procedures in line with local and governmental frameworks.
- Understand the performance of your team against targets and deliverables for the contract and contribute to ensuring contractual and regulatory compliance.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Ensure the implementation and compliance of CLI's policies and procedures.
- To work flexibly with on-call duties when required.
- Carry out such other relevant duties, as required.

# PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of managing, supervising and coaching employees and/or volunteers, motivating them to drive success and positive outcomes.	<input checked="" type="checkbox"/>	
Experience of housing management.	<input checked="" type="checkbox"/>	
Experience of managing a housing portfolio and taking a lead of the health and safety of the properties.	<input checked="" type="checkbox"/>	
Experience of property repairs, management and prevention.	<input checked="" type="checkbox"/>	
Experience of producing and/or contributing to reports.	<input checked="" type="checkbox"/>	
Experience in inter-agency working and/or building positive relationships with partners and/or stakeholders.	<input checked="" type="checkbox"/>	
Knowledge	Essential	Desirable
Knowledge and understanding of at least one of the following areas; the criminal justice system, homelessness, mental health, substance misuse and the work of Probation Services.	<input checked="" type="checkbox"/>	
An understanding of best practice when working with individuals across different areas of challenge.	<input checked="" type="checkbox"/>	
Knowledge of how to assertively motivate, empower, challenge and develop people.	<input checked="" type="checkbox"/>	
Knowledge of current Health and Safety requirements in a supported housing environment.		<input checked="" type="checkbox"/>
Knowledge of local services		<input checked="" type="checkbox"/>
Skills & Attributes	Essential	Desirable
Excellent interpersonal, communication and presentation skills with excellent attention to detail.	<input checked="" type="checkbox"/>	
Effective time management or organisational skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.	<input checked="" type="checkbox"/>	
Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and case management systems.	<input checked="" type="checkbox"/>	
The ability to be creative and forward thinking, with a "can do" and solution focused attitude when faced with challenges that may require flexibility, adaptability and resilience.	<input checked="" type="checkbox"/>	
Demonstratable coaching skills with the ability to bring out the best in people.	<input checked="" type="checkbox"/>	
Ability to confidently lead, influence and embed, company culture, change and new ways of thinking.	<input checked="" type="checkbox"/>	
Flexible and responsive approach whilst understanding the context and people.	<input checked="" type="checkbox"/>	
Inclusive, collaborative and approachable manager.	<input checked="" type="checkbox"/>	
Strategic awareness and critical thinking skills.		<input checked="" type="checkbox"/>
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	<input checked="" type="checkbox"/>	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.	<input checked="" type="checkbox"/>	



# EMPLOYEE BENEFITS

**Holidays:** 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

**Birthday:** Enjoy an extra day off on your birthday.

**Training & Development:** 2 hrs per month to focus on learning and career development.

**Reflective Practice and Monthly Coaching:** An opportunity to evaluate actions and experiences to gain insights and improve future performance.

**Wellbeing:** Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

**Employee Assistance Programme (EAP):** This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

**Pension:** Peoples Pension scheme, contributions are 3% employer and 5% employee.

**Life insurance:** Five times salary.

**Volunteering Days:** An opportunity to give back to the community.

**CLI Staffing Group:** An active forum to share your opinions to influence and change the way CLI operates.

**Employee Social Fund:** An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

**Refer a Friend Scheme:** An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

**WE ARE GOLD ACCREDITED BY INVESTORS IN PEOPLE, ACCREDITED BY THE LIVING WAGE FOUNDATION AND SUPPORTERS OF THE GREATER MANCHESTER GOOD EMPLOYMENT CHARTER**



# CLI VALUES

 **community** Inspire  
led initiatives Transform  
Flourish



## People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

## Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

## Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

## Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

## Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.