

# YOUR JOB



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|---------------------|-------------------------------|
| <b>Job</b>          | <b>Assistant Team Manager</b> |
| <b>Your manager</b> | <b>Team Manager</b>           |
| <b>Your staff</b>   | <b>Support Staff</b>          |

## **Job Purpose**

To assist and support the team manager by:

- Managing the local support service and staff
- Ensuring that our services run safely, smoothly and effectively and that client work is underpinned by safeguarding and the promotion of their wellbeing
- Embedding a coaching culture into your day to day support of staff and work with our clients

You will deputise for the team manager as and when required.

## **Responsibilities**

- Provide emotional and practical support to young people including some sleep-ins, evening and weekend work
- Support the team manager to oversee local homes and services, to make sure they meet high standards, and run in an appropriate, safe and effective way in line with the company's policies and practices
- Support the team manager to lead, manage, develop and motivate staff, through supervision, appraisal and training to get the best for and from each person in line with competency framework
- Support the team manager to implement the Wellbeing Strategy for your project and embed the culture of a Mindful Employer across the organisation as part of the wider management team
- Run services so that they meet or exceed all the requirements set out in contracts and service agreements

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- Ensure that safeguarding and risks for each young person are promoted within the team and reviewed on a regular basis
- As a designated lead take responsibility for key areas of service delivery
- Monitor and report on our performance as required and produce timely and accurate information to support decisions and changes
- Be involved in and support the development of best practice across all of the services
- Represent Horizon at inter-agency forums, networks and initiatives
- Take an active part in the wider management team
- To be part of the backup manager service
- To cover the team roles and on-call rota as required including having to lead work as needed
- Follow the Lone Working Policy and ensure your staff team are working safely as per the procedure
- Act as a buddy and support the team manager to induct new staff members
- Support other project teams when requested and travel to other areas as required
- Attend training as required and complete QCF level 5

## **Key Competencies**

### **We are looking for people who have:**

#### **Essential**

- An understanding of and commitment to providing high-quality services and customer care
- An understanding of safeguarding responsibilities and the ability to identify and assess safeguarding risks
- A proven track record of working positively and successfully with vulnerable young people
- A high level of self-awareness and empathy/understanding of others

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- Excellent written and verbal communication skills and are numerate
- Excellent emotional resilience in working with challenging behaviours
- The ability to set boundaries, to challenge appropriately, and to manage conflict constructively
- The ability to resolve problems in a sensitive and creative way
- A flexible attitude towards working in a small team where covering for and supporting colleagues is essential
- An understanding of and commitment to equality, diversity and fairness
- An understanding and experience in supporting service users to claim benefits and apply for housing
- Good computer skills across a range of IT packages
- A valid driving licence and permanent use of a suitable vehicle
- A positive attitude, energy and initiative
- A sense of fun and humour.

### **Desirable**

- At least three years' experience of working positively and successfully with young people in care with complex needs
- Experience of and/or clear ability to lead, manage and develop staff as individuals and as a team
- Experience of Trauma-Informed Care (TIC) and working in a Psychologically Informed Environment (PIE)
- At least 1 years' experience of managing shared and supported housing properties
- The ability to complete basic property maintenance tasks or willingness to learn how to do these.

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