**Night Team Leader – Residential Services**

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| Hours | 37hrs per week |
| Line manager | Residential Services Manager |
| Contract | Permanent |
| Annual Leave | 25 days (not including bank holidays). |
| Benefits: | * Stakeholder pension scheme
* Flexible working arrangements
* Play an important role within a community-led organisation
* 25 days’ holiday, plus bank holidays
* Clinical supervisions
* Comprehensive Employee Assistance Programme
* Free health wellbeing sessions
* Access to our Stonepillow Wellbeing and Mindfulness app
* Discounts Portal giving access to a range of discounts for 3rd sector organisations
* Support for ongoing Learning & Development with comprehensive training prospectus
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**Job and organisational background**

Stonepillow is one of West Sussex’s leading providers of support and accommodation

to people who are and have been experiencing homelessness. Stonepillow support and empower homeless, and people in need, to achieve sustainable independence and wellbeing. Stonepillow work using a psychologically informed environment and strength-based approach to create holistic packages of support, including building pathways with clients with external partners in the community. This is only possible with all the support and work from our talented and committed team of staff, volunteers, and partners

We currently offer the following innovative, sector-leading services:

* Two 24/7 hostel accommodation service for those who need immediate help with 24hr support
* Shared supported houses across Chichester and Arun to provide medium term accommodation alongside wide-ranging support.
* A 24/7 Abstinent based recovery service, a recovery day hub where external partners engage with clients who are at risk with their substance misuse, and move on accommodation, supporting people who are substance dependent to control and reduce their substance misuse.
* Extended support for people who have moved on from Stonepillow accommodation but still require our support.
* Emergency winter service (SWEP and winter bed provision) in partnership with the two district Councils which provides extra beds between October and March.
* Outreach support services for those who are street homeless.
* Two preventative service that support those at risk of homelessness in both Arun and Chichester Districts cover approximately 100 clients.
* 2 x 24hr young people service and an Unaccompanied Asylum-Seeking Children service for young people, linked with West Sussex Leaving Care services.

Our success in delivering these services is underpinned by the support we receive from

individuals, organisations, our volunteers, and our partners; all of whom are fundamental to

our work. In addition to maintaining a sustainable set of existing services, we also have

ambitious plans to increase our services and positively impact our community. Ensuring we can support as many people as possible who are and have been experiencing homeless, or at risk of homelessness, settle into more sustainable accommodation, leading them further towards an independent life.

**Summary of the Role**

Chichester and Bognor Residential Services are 24hr staffed hostels for single homeless adults forming part of the voluntary sector provision within Stonepillow. Both services were designed specifically for local rough sleepers and those facing multiple barriers to accessing traditional accommodation and recovery services. We provide 24-hour on-site support (including waking nights) with a minimum of single cover and often more double cover, with additional provision of on call management support out of hours. In addition, we have a stand-alone residential service in Chichester which is part of Chichester Hostel but houses rough sleepers under a Housing First model.

These services aim to reduce pressure and cost on the local council for emergency accommodation and reduce the number of people who need to sleep rough due to a lack of suitable accommodation. We offer a personalised approach to work with people to manage risk and reduce the harm their substance use causes to themselves and the local community. This accommodation provides the first step off the streets and into support to meet the needs of individuals at each stage of their journey out of homelessness.

This post is an exciting new role within Stonepillow, which will help to support the Residential services manager and the wider Team Leaders and team to ensure the safety and support for the clients. This role recognises the increasing demand that nights can be a tough time for our clients, and our teams to manage. Night support is essential for the client’s safety but also a time when clients engage the best.

The Team Leader position will assist the Residential Services Manager in providing day-to-night management for these services. They will provide on-going guidance, leadership, supervision, and support to the front-facing team and oversee the regular relief staff and volunteers on site. This role will be integral in ensuring a robust induction and training programme is provided to new starters to ensure a motivated and passionate team. The role will also support further night teams across our young people services, and you will be part of a wider night support team.

**Key Responsibilities**

1. Using a Psychologically Informed Environment framework and Trauma-Informed Approach to enable a holistic and person-centred support to your clients and team. This post requires the team leader to lead the team in good practice and to always ask “how can we reduce trauma?”.
2. Model a kind, positive, persistent, proactive manner to secure meaningful engagement with clients to bring about sustained outcomes for them; to relieve their mental health needs, homelessness and prevent cyclical rough sleeping or entrenchment.
3. Work with clients, manager, and team to understand and monitor complex needs of the clients in the services. Lead the team in understanding the need to crisis manage, safety plan with the client and debrief the team post incidents. Ensure all team members put the client at the heart of support worker – strengths-based and person centred.
4. Quickly identify those that are at risk and in need of urgent, specialist support through liaising with service manager and team and to support the manager in engaging a multi-agency approach.
5. Liaise between the day and night teams to ensure consistent and effective communication and provide a handover to day staff after each shift
6. Manage incidents through the on-call service, emergency services or by providing assistance. This will be part of the on-call service
7. Respond to emergency accommodation needs of clients
8. Be on-site and available, ensuring opportunity for regular communication and support with clients and team across our 24hr night services – model with the team in building positive and supportive relationships, based on PIE framework that has been identified as crucial for sustaining better mental health and reduce incidents.
9. Role model and be a proponent of ‘Unconditional Positive Regard” to our clients and have a ‘never give up approach’ to supporting our clients – especially important during incident management.
10. Assisting the Residential Services Manager to deliver effective services
* To maintain Stonepillow systems, procedures and structures of the accommodation service in line with contractual obligations and model of support that is offered by Stonepillow.
* To maintain effective multi-agency operational and strategic links with external agencies and commissioners.
* Work positively and collaboratively with other managers/departments and actively contribute to the implementation and delivery of services
* Take lead in trauma-informed approach in incident management with team to only escalate the incident to Residential manager if the client puts their housing at risk.
* Manage staff annual leave, plan rotas and organise cover for absences ensuring adequate cover at all times
1. Supporting staff and team dynamics
* Ensure staff are well trained and supported to work to their full potential and are safe in their practice
* Provide regular staff supervision and team meetings in line with Stonepillow good practice and policy and procedure
* Develop a strong team spirit to provide a cohesive and consistent service
* Foster personal growth and the development of specialist skills/expertise through team development opportunities
* Provide consistent staff cover through fair staff rotas and an adequate supply of relief workers – ensuring working time directive regulations is adhered to.
* Ensure that teams join wellbeing and reflective practice sessions run by Stonepillow and external organisations – Ensuring vicarious trauma is reduced and HR procedures are followed.
* Ensure the team work to trauma-informed approach and PIE framework – this includes meeting with clients, support sessions, de-escalation techniques to incident management.
* Support the team and ensure they know the positive risk taking in lone working within service and taking clients to meetings or support session out of the service
* Ensure your team control the entry & exit of clients and visitors through reception
* Oversee and manage any lone working procedures for the teams
1. Financial Management
* Assisting with the team in how to money collect of rental income and ensure rigorous financial control – ensuring the teams balance and handover all monies on site.
* Maximise rental/service charge income and minimise void levels.
* Provide clear financial information to clients to ensure transparency and accountability to clients.
1. Quality and Performance management
* Support teams to achieve service KPIs/outcomes/impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.
* Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
* Support the manager in producing and monitoring regular performance information reports for internal and external purposes.
* Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality-of-service provision.
* Reduce rough sleeping, evictions, abandonments in line with KPI targets and good practice.
1. Volunteering and social work student placements
* Make the best use of volunteers (including clients) to strengthen service delivery by developing the range of volunteer opportunities that draws on the full range of talent and skills available.
* Facilitate the support of student placements including social work and social policy with Residential Service Manager leading in their supervision
1. Repairs and Maintenance
* Support the manager in leading the team in monitoring (Health & Safety Checks) and maintaining service in a good and safe state of repair in line with PIE targets.
* Support the manager and oversee the repairs and works orders for the service to ensure the teams are updating and reporting correctly.
* Lead the team to liaise with contractors to ensure works orders are completed to a high standard
* Liaise with Stonepillow Maintenance and Health and Safety Coordinator
* Contribute to the development of the planned and cyclical maintenance plans
* Assist the team with meeting Health and Safety requirements throughout the service
* Supervise team members room clearance which may include changing bed linen, completing laundry and cleaning tasks
1. Compliance with Organisational policies and regulatory requirements
* Always abide by Stonepillow policies and procedures and regulatory requirements and in particular:

- Health and Safety

- Adult and Child/Young People Safeguarding, Professional Boundaries, Duty of Care

 - Confidentiality, Information Sharing protocols and General Data Protection Regulations.

 - HR P&P

 - Code of Conduct

* Play an active part in the development and implementation of organisational wide policies and procedures.
1. Equality and Diversity
* Be an active proponent to all aspects of equality, inclusion and diversity – by attitude, example and approach.
* Lead the team in creating an inclusive and positive environment for everyone to work and live in.
1. General
* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are always present in your work and behaviour, to ensure our clients are at the heart of our organisation and work.
* Lead and contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Line Manager.

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

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with clean driver’s licence is desired essential for this role.