

## Job Description

**Job Title:** Ara - Housing First Team Leader

**Responsible To:** Ara Housing Manager

**Direct Reports:** Housing First Practitioners

**Based:** Kings Court Bristol

**Salary:** £36,476

### Role Purpose

The role of Ara's Housing First Team Leader is to be responsible for the day-to-day delivery of the Ara Housing First (HF) contract. This role involves providing leadership and guidance to the Ara Housing First Practitioners, promoting a positive culture and partnership working, and supervising the delivery of a service with a high level of fidelity to the Housing First principles. The post-holder will also hold a caseload of HF clients; these clients will have histories of entrenched or repeat rough sleeping, often with multiple and serious support needs, for whom traditional homelessness approaches have not been successful.

### Housing First Approach Overview

Housing First is an approach that looks to do things differently for those facing multiple disadvantages, prioritising the provision of independent and stable accommodation above all else.

There are seven principles of a Housing First approach, which Ara will align closely with on this project:

1. People have a right to a home
2. Flexible support is provided for as long as is needed
3. Housing and support are separated
4. Individuals have choice and control
5. An active engagement approach is used
6. People are supported to identify their strengths, goals and aspirations
7. A harm reduction approach is used

These principles require the Housing First Team Leader to be flexible and innovative in their support and engagement methods. The trusting relationship established between Ara Workers and the clients is key to that person engaging with the service, accepting support when needed and considering making positive changes to other aspects of their life.

The location of support will be adaptable, depending on clients' individual needs, preferences, and best interests. Flexibility over location will also facilitate joined up working with external support providers and statutory services, to address the full range of client support needs.

## **Key responsibilities/accountabilities**

Reporting to the Ara Housing Manager, the Housing First Team Leader will be responsible for all aspects of delivering a successful Housing First Service, including the collation of required performance information for the team relating to client progress, to support evaluation of the approach.

The successful candidate will be responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion, in line with Housing First Principles. The successful candidate will have a caseload of no more than 5 clients, reflecting the increased time and resources required to have successful outcomes with this cohort.

The Ara Housing First Team leader is responsible for adhering to all organisational and service policies and procedures, performing at their best, and providing high quality support services to clients at all stages of Ara's services.

They must design processes and governance frameworks that ensure clients receive the highest quality services that meet their individual needs, managing risk and focusing on building recovery capital and positive outcomes.

They will ensure that quality is built into every aspect of Ara services, and be pro-active and forward thinking. They will ensure that the requirements of commissioning bodies are exceeded, and that Ara continues to be considered a thought leader in the field of housing support.

## **Specific duties**

### Housing First Team Management

- Provide a high level of guidance, support, and case management for the Housing First Workers, ensuring that a person-centred, trauma informed, and strength-based approach is implemented.
- Forward planning for change, ensuring staff are equipped with the skills and knowledge to deliver services in line with best practice, contract requirements and identified client outcomes.
- Ensure all Housing First Practitioners have appropriate line management, supervision and appraisal.
- Modelling attitudes, behaviours and skills required to ensure Ara's Housing First service is of the highest quality.
- Ensure poor performance is identified, addressed and managed in line with organisational policies.
- Work with the Ara Housing Manager to ensure all relevant commissioner reporting is completed to high quality, and in a timely manner.

### Referral, Assessment and Admissions

- Support the Housing Manager and Client Nomination panel with identifying eligible Housing First clients, ensuring that candidates are right for the service and have the desire to/understand what's involved with taking on a property.
- Responsible for ensuring that the Housing Support Register (HSR) is used, and client records are up to date for Ara HF clients.
- Provide comprehensive initial assessment of support needs, ensuring all client needs are identified.
- Undertake pre-tenancy work with clients for a minimum of 6-8 weeks before they enter a tenancy.
- Ensure client has an opportunity to view the property at least 2 weeks before they move in.
- Support clients with admission to properties, ensuring that clients understand their licence/tenancy agreement, explaining health and safety information, completing benefit claims and other admissions processes.

### Support Ara Housing First Clients

- Deliver wrap-around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies in the community.
- Work with Ara clients to help them clarify their goals and aspirations, offering personalised support and promoting choice and wellbeing.
- Ensure that client health is a focus of support, promoting engagement with primary care and other NHS colleagues as appropriate.
- Build relationships with other agencies that are supporting the client (including the police). Wraparound support is essential; work with the client on who they want to work with.
- Ensure early intervention with client tenancy issues, however small.
- Build and maintain positive networks with staff from other agencies to ensure the Housing First pilot is widely known and promoted.
- Facilitate access to Ara Community Engagement work, including access to social inclusion opportunities and 5 ways to well-being initiatives.
- Complete safety and inclusion assessments and maintain own safety by following lone working procedures.
- Be part of a rota providing out-of-hours access to telephone support to people using the service.
- Work flexibly and participate in a rota of duties to ensure that service delivery is available in the morning/ evenings, at weekends and on bank holidays when required, including temporary cover for colleagues when required.
- Adhere to good practice safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.

### Support Housing First Clients to maintain accommodation

- Work with the Ara estates team to ensure weekly/monthly/quarterly checks completed
- Give clients information and support to keep their home, including financial aspects and how to be a good neighbour in order to reduce conflict.
- Work with Ara estates team to assist the person living in accommodation with choosing how to make their flat a home, including practical help with furniture and other similar.

### Risk Management

- Develop and oversee risk management plans and share information as appropriate in the best interest of the client, and the organisation.
- Undertake safeguarding actions to protect young people and adults at risk as appropriate, share information internally and externally as appropriate.
- Ensure client is safe from 'cuckooing', and report any suspicions to police immediately.
- Regularly review risk plans and amend plans as appropriate when circumstances change.

### Other Activities

- Undertake administration tasks as required to maintain client records, organisational outcomes and any other reporting required.
- Participate in on-call rota, assessing and acting upon immediate risk of danger to Service Users and property.
- Develop your own knowledge and practice by undertaking training, supervision and team meetings.
- Estates management activities as required.
- Observe the organisation's health and safety at work policy.
- Observe all organisation's HR policies, including, but not limited to equal opportunities, confidentiality, data protection, inclusion and diversity policies.
- Participate in the out of hours rota to meet the needs of the service.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

### **Skills, Experience & Knowledge**

- Experience of managing and supervising staff to deliver high-class housing support
- Experience of developing partnership working with agencies across sectors in relation to housing and homelessness, substance misuse, offending behaviour and criminal justice and mental health.
- Extensive experience of support work to clients facing multiple disadvantage
- An understanding of the complex interdependencies of mental health, substance misuse and offending behaviour.
- A creative and solution focused approach to problem solving and overcoming challenges
- The ability to engage people, build rapport, demonstrate empathy and to understand the importance of empowering them. Excellent interpersonal, oral and written communication skills
- Promote the rights, responsibilities and informed choice of the people receiving the service, acting as an advocate to promote independence.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.
- Good knowledge of health and safety, safeguarding and data protection policies
- Good organisational and time management skills
- ICT literate, with knowledge of MS Office Suite (Word, Excel) and other commonly used office packages

- Experience of and ability to work with a range of commissioner CRMs (e.g. Theseus, HSR, NOMIS etc.).
- Full UK drivers licence and use of a car

### **Personal qualities**

- Friendly, approachable, helpful, patient and passionate about supporting people
- Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life
- A positive individual with a 'can do', results driven approach and attitude
- The ability to prioritise tasks and work under pressure
- Flexible and adaptable to changing workloads
- Embodies the Ara values of being aspiring, brave, competent and determined