



Job Description

Job Title:	Team Leader
Location:	High Park, Drumcondra, Dublin 9
Department:	Special Projects
Responsible to:	Service Manager
Terms:	Fixed term
Job Purpose:	To lead a team in supporting families in Supported Temporary Accommodation (STA) to work towards securing long-term accommodation
Core Duties & Responsibilities:	<ul style="list-style-type: none"> ➤ Ensure the day-to-day operations of the service are run in accordance with Respond's policies and procedures ➤ To take a senior role within the staff team ➤ To assist with taking a lead on any aspect of the service the delivery of which has been agreed with the manager ➤ Responsibilities to include team leadership, programme development, caseload management and health and safety compliance ➤ Carry out assessments and develop a support plan with service users ➤ Facilitate service users to access local services such as medical, welfare, training, education and employment and to advocate on their behalf ➤ Support families in finding appropriate long-term accommodation ➤ Develop and build relationships with relevant local services and agencies ➤ Complete accurate written records and/or reports where appropriate ➤ Handle enquiries, including telephone calls and agency visits ➤ Attend and participate in team meetings and continuous professional development ➤ Update when appropriate the Pathway Accommodation & Support System (PASS) ➤ Respond to all safety and security related incidents, ensuring correct service procedures are followed, and record and report such incident as appropriate ➤ Carry out and report security checks, including property checks, occupancy checks and room checks ➤ Adhere to professional boundaries and work in a professional manner at all times ➤ Ensure the environment is maintained to high standards at all times <p>The list of tasks is not an exclusive one and duties may vary from time to time.</p>

Person Specification:	<ul style="list-style-type: none"> ➤ A relevant degree or equivalent ➤ Experience of performing in a leadership role ➤ An understanding of the nature of homelessness and the needs of homeless families ➤ A working knowledge and understanding of Child Protection ➤ Excellent interpersonal, communication and leadership skills ➤ The ability to motivate and work effectively with staff and service users ➤ Have a flexible approach to the work in response to organisational change, development and review of best practice ➤ Ability to work on own initiative ➤ Practical experience of advice, support and advocacy ➤ Capacity to develop positive relationships with internal and external stakeholders ➤ The ability to treat the client group in a non-judgemental and respectful way ➤ The ability to work within clear professional boundaries ➤ Be highly motivated, reliable & flexible
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