



## JOB DESCRIPTION

**Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.**

<b>Role:</b>	<b>Team Leader</b>
<b>Location:</b>	<b>Firhouse Family Hub, Tallaght, Dublin 24</b>
<b>Reporting to:</b>	<b>Service Manager</b>
<b>Terms:</b>	<b>Fixed Term Contract – Full Time (39 Hours Mon to Fri)</b>
<b>Job Purpose:</b>	<b>To lead a team in supporting families in Supported Temporary Accommodation (STA) to work towards securing long-term accommodation</b>

### **Core duties and responsibilities:**

- 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
- Facilitate service users to access local services such as medical, welfare, training, education and employment and to advocate on their behalf
- Liaise with Housing caseworkers to ensure all housing options are being explored.
- 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 lead team meetings ensuring 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
- Ensure all financial accounts are kept updated including petty cash.

The list of tasks is not an exclusive one and duties may vary from time to time.

**Person specification:**

- 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
- Garda Vetting will be conducted on an ongoing basis.