



# St Basils

## Team Leader – Redditch

Applicant Information Pack

Closing Date: 17<sup>th</sup> January 2020

Interview Date: TBC



St Basils  
Psychologically  
Informed  
Environments





## Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

## Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
  - Increasing our bed spaces outside Birmingham and growing our services in new areas
  - a nationally renowned centre of excellence for young people with complex needs
  - extending our service offer to Care Leavers
  - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
  - Psychologically informed consultancy, training and reflective practice services
  - Youth Voice engagement and support

## ABOUT US

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St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

### HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

*"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge*

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton  
Chief Executive - St Basils

## ABOUT THE ROLE - *Team Leader*

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This role is responsible for day to day management and the delivery of housing related support and prevention services to young people aged 16–25. A key focus of this role is to lead the team to deliver a service that meets the best practice standard and that provides funders with a value for money service evidenced by positive outcomes for young people and a reduction in the number of young people returning as repeat homelessness.

The post holder will be responsible for managing a small team of Progression Coaches and Housing Management Officers.

As the Team Leader you will be expected to build relationships with local key stakeholders and current funders and act as the first point of contact for day to day issues ensuring that you respond promptly to such requests. You will support your line manager in searching for growth opportunities within Worcestershire and the wider area.

The post holder will be required to be an effective leader, supporting their team to work in a reflective way ensuring that both staff and young people are working within a Psychologically Informed Environment.

You will have the ability to work flexibly to meet the needs of young people and identify gaps within service delivery and ensure that areas of concern are brought to the attention of your line manager without delay.



## JOB DESCRIPTION AND PERSON SPECIFICATION - *Team Leader*

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JOB TITLE	Team Leader
REPORTS TO	Youth Services Manager
HOURS	37.5 Hours Per Week (Full Time)
SALARY	S02 P32 - P34 £27,236 – £28,835 per annum, pro rata
BASED FROM	North Worcestershire

### PURPOSE OF THE ROLE

- Ensuring the service is safe, effective, and responsive to young people' s needs and is well led.
- Identify opportunities, build partnerships and support business development projects to expand and improve supported housing and development activities.
- To work closely with Property Service colleagues to ensure that all schemes are well maintained and physically and financially sustainable.

### PRIMARY RESPONSIBILITIES

#### MAIN DUTIES

- Responsible for the line management of Progression Coaches including their recruitment, supervision, training and performance management.
- Responsible for case load allocation and management to ensure support is provided in line with contractual obligations.
- Ensure support files and plans are person centered, accurate and up to date by performing regular file audits.
- To represent and promote the work of St Basils externally.
- To assist with funding applications and bids as required.
- Responsible for the management of any work placement students and volunteers, ensuring that the work they are given is appropriate and monitored.
- To ensure the delivery of a range of participation and involvement opportunities for young people using the service, such as Service User Forums.
- To ensure the maximum number of young people move in to independent accommodation by monitoring and overseeing move on plans including the provision of support after they have moved on.
- To ensure delivery of Lifeskills programmes including access to learning, skills and work opportunities and family mediation support in line with individual young people' s support packages.
- To deliver sustainable tenancies within a safe/secure Psychologically Informed Environment for young people in our services
- Responsible for ensuring the delivery of high quality housing service, including: Maximising Rental Income Management, Anti-Social Behaviour, Tenancy/ License Management, Allocations and Void procedures.
- To ensure that any complaints are dealt with quickly and effectively in line with St Basils Complaints policy.
- Participate in the review of policies and procedures as required.
- To be part of local on call rota to provide an out of hours on call service.
- To ensure that risk and needs assessments are carried out and that Safeguarding and Health and Safety Policies are followed.

	<ul style="list-style-type: none"> <li>• To support the Youth Services Manager and play an active part in the budget setting process and thereafter monitoring the budget to ensure cost efficiency.</li> <li>• To maintain effective working relationships with key partners, funders and external services.</li> <li>• To develop and maintain effective working relationships with the local community, for example by participating in Neighbourhood Forums and holding Open Days.</li> </ul>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>• Post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant.</li> <li>• St Basils is dependant upon its ability to raise funds in order to sustain and develop its work with young people. Therefore all employees are expected to support the work of the Fundraising Department and, wherever possible, be involved in Fundraising Events.</li> </ul>
<b>ESSENTIAL RECORD KEEPING</b>	<ul style="list-style-type: none"> <li>• To provide timely and accurate information to funders and partners as required by the funding contract.</li> <li>• To ensure that timely and accurate information is provided to Head Office, for example, on the number of hours of support provided.</li> <li>• To ensure that accurate records are kept in respect of service users, for example, support provided.</li> </ul>
<b>HEALTH &amp; SAFETY</b>	<ul style="list-style-type: none"> <li>• Ensure that Health &amp; Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all time</li> <li>• To be responsible for the health, safety and welfare of yourself and others at work. To be responsible for your own health and safety whilst at work, and the health and safety of any other employees, volunteers or visitors.</li> </ul>
<b>ACTIVELEY CONTRIBUTE TO THE TEAM</b>	<ul style="list-style-type: none"> <li>• Liaise and communicate with other employees and external professionals appropriately.</li> </ul>
<b>CONFIDENTIALITY</b>	<ul style="list-style-type: none"> <li>• Confidentiality is of the utmost importance and must be maintained at all times</li> </ul>

## PERSON SPECIFICATION - *Team Leader*

Qualifications	Essential	Desirable
NVQ 4 in Care, Advice and Guidance or other relevant subject.	✓	
Role Experience	Essential	Desirable
Experience of working within the following areas: Youth Work, Residential or Social Work, Probation/Criminal justice, Community Work, Education and Training, housing or support work.	✓	
Experience of managing staff and dealing with performance issues promptly	✓	
Knowledge	Essential	Desirable
Up to date knowledge of welfare rights and relevant legislation.	✓	
Skills	Essential	Desirable
Able to communicate and influence people from a variety of backgrounds and cultures, using appropriate media	✓	
Able to carry out calculations in order to monitor budgetary spend, etc.	✓	
Able to carry out risk and needs assessments on young people.	✓	
Able to motivate and lead a team.	✓	
Able to deal with aggressive and confrontational people calmly and quietly, while defusing the situation.	✓	
Ability to building open and transparent relationships with funders and commissioning Officers.	✓	
Ability to extract data from a variety of sources and present your findings in a range of formats suitable to the intended audience.	✓	
Willingness to working outside of normal office hours as the service demands.	✓	
Motivation	Essential	Desirable
Willingness to learn and develop new skills, open to new ideas and change.	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance	✓	
Career ambition		✓

### CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

<b>HOURS OF WORK / LUNCH BREAK:</b>	37.5 per week, which excludes half hour for lunch. Evening / weekend work is required and will be compensated with time off in Lieu in negotiation with Line Manager.
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<b>HOLIDAYS:</b>	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata
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St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.