

Job Advertisement

Job title:	Team Leader
Department:	Housing with Supports
Reporting to:	Manager of Service
Salary:	€42,566 - €44,044
Hours:	Full-Time, on-call hours
Location:	Dublin

Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The role of Team Leader is an essential part of the Housing with Supports Service, allowing us to maintain and deliver a person-centred and high quality service to our clients.

As a Team Leader, you will be directly reporting to your line manager and will be responsible for implementing the service strategy.

You will be responsible for leading a team of housing officers to ensure the effective provision of housing services and support to participants. You will oversee the day-to-day operations of the housing department in conjunction with your manager, manage a caseload of clients, and provide leadership and guidance to your team to deliver high-quality services.

Responsibilities

The role of the Team Leader will include but not limited to, the following key responsibilities;

- **Team Leadership:** Provide leadership, guidance, and support to a team of housing officers, including mentoring, training, and performance management.
- **Case Management:** Oversee the management of client caseloads, including conducting needs assessments, developing housing plans, and providing ongoing support and advocacy to participants.
- **Service Delivery:** Ensure the effective delivery of housing services, including housing placement, eviction prevention, and landlord mediation, in accordance with organisational policies and procedures.

Job Advertisement

- Stakeholder Engagement: Build and maintain positive relationships with landlords, community organisations, and other stakeholders to expand housing opportunities and support services for participants.
- Quality Assurance: Monitor and evaluate the quality of housing services provided, identify areas for improvement, and implement strategies to enhance service delivery and participant outcomes.
- Compliance: Ensure compliance with relevant housing regulations, funding requirements, and organisational policies, including data collection and reporting.
- Training and Development: Coordinate training and professional development opportunities for housing officers to enhance their skills and knowledge in housing management and client support.

Team Management

- As a team leader, it is important to take charge of the local onboarding process for new staff members and ensure they are properly introduced to your service. Additionally, you are expected to conduct regular one-on-one meetings with your team members in order to stay up to date on their progress and address any concerns or challenges they may be facing.
- You are responsible for providing guidance and support to your team members ensuring that you build a strong working relationship with your direct reports.
- You are responsible for setting clear goals and expectations for your team in addition to monitoring and evaluating performance.
- Provide regular feedback and coaching to help team members develop in their roles.
- Manage any conflicts or issues that arise within the team.
- Update your line manager regularly on any employee relations issue that may arise
- If any performance-related issues arise, they should be dealt with and resolved quickly and locally. Please contact HR if you require assistance
- Develop and implement strategies to improve team performance and productivity.
- Ensuring that your team has access to regular training and development and update staff training records
- Ensure that your staff are released from their duties to attend training as and when required.
- You are required to complete interim and final month probationary reviews with all new staff members reporting directly to you to assess their progress and provide constructive feedback. As well as performance reviews for existing staff.
- You are required to ensure that all staff on your team clock in and out for their shifts through the PMVT Time Management system and all leave is recorded properly through the time management system.

Other Duties

Any other duties as designated by the manager.

Job Advertisement

Experience required

Qualifications, Skills and Experience required;

- A minimum level 7 qualification in social care or in a related and relevant field and desired 2 years' experience of working in Frontline Services
- A good awareness of the importance of GDPR and a good knowledge in data practices i.e. salesforce
- Relevant experience in homelessness within a residential/housing area
- Knowledge of legislation/procedures set out by the Residential Tenancies Board
- Hold a full current driver license and have access to a car
- Commitment to providing the highest level of service, communication skills– oral, aural and written, openness to change
- Effective team working, professionalism, respect for others, focus on outcomes, contributing to the prevention and management of challenging behaviour and resilience and positive outlook

Other information

- Confidentiality: It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- Equal Opportunities: To implement Equal Opportunities into your daily practice at all times
- Health and Safety: To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.
- Child Protection: Follow all child protection legislation, regulations, and guidelines including the PMVT Child Protection and Safeguarding Policy.

How to apply

To apply, please download the application form available at pmvtrust.ie/careers and return to recruitment@pmvtrust.ie.

Peter McVerry Trust is an Equal Opportunity Employer.

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