Job Advertisement

Job title:	Team Leader
Department:	Homeless Services
Reporting to:	Manager of Service
Salary:	€42,566 - €44,044
Hours:	Full-Time, on-call hours
Location:	Firhouse, 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 charity provides low-threshold entry services, primarily to younger people and vulnerable adults with complex needs and offers pathways out of homelessness based on the principles of the Housing First model.

This role of Team Leader will be working in line with both the 'National Quality Standards Framework for Homeless Services in Ireland' and 'The DHRE Homeless Action Plan 2022 – 2024' aiming to meet objectives set out, such as ensuring that we provide a high standard service for the individuals residing in our service, by ensuring the property is kept to a high standard, and that the supports we offer to the individuals are of a person-centred approach.

Through a person-centred approach – the service will aim, to meet the individual's health & welfare needs, along with looking for progression routes out of homelessness. This role, will involve creating a support plan and implementing the supports, with the individual to ensure, the best support is being offered.

Throughout this role, you will be supporting staff in ensuring that they are continuing to develop their professional development.

The role will involve linking in both internal & external agencies, using a multi-agency approach. By using a multiagency approach, it will allow PMVT to provide the best possible service to our participants. An example of some external supports that may be sourced for participants are Mental Health services, Day Programmes, Education/ Training Courses, Physical Health services such as GP's and Dental services, and housing services.

You will be supporting individuals into progressing into their own accommodation, by identifying progression routes such as Approved Housing Bodies, Local Authority House, Private Rented Accommodation, HAP Accommodation.

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Responsibilities

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

- To work for Peter McVerry Trust within the authority delegated to him/her by the manager;
- To oversee the administration associated with the roster, payroll (where required), petty cash, personal contributions and monthly service reports;
- Meet with manager at regular intervals regarding the progress of his/her work;
- To act on the behalf of the manager at regular meetings, where required.
- Attend as required operational management meetings;
- To assist the manager in day to day running of the service;
- To respond to general queries from staff having sought appropriate direction from the manager;
- To provide out of hours on call support where designated.

To provide direct supports to individuals through

- Assisting individuals to manage their placements with intervention, support and supervision;
- When required, providing advocacy and referral to community services to help participants integrate into their communities
- Supporting the staff & participant group to identify suitable progression routes for the participants
- Liaising with the appropriate agencies to support the ongoing health and well-being of the residents.

To work in conjunction with both internal and external agencies

- Develop and maintain effective working relationships with agencies, community networks and other service providers
- Liaising and developing positive relationships, with local authority's, landlords, local estate agents to identify progression options for individuals in our STA accommodation.
- Engaging and developing positive relationships with PMVT Activation Team, PMVT Housing First Team, along with local agencies Social Workers, Public Health Nurse, Recruitment Agencies, to support individual into meaningful day time activities, employment & education.
- Engaging with community gardai, to support individuals with potential upcoming court cases. Engaging with community gardai to ensure we are upholding our good neighbourhood policy in local areas.
- Engaging with local GP's & Mental Health Teams were required to support individuals
- Engaging with local addiction services and to complete referrals where required;

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To assist with participants case work through

- Supporting the team with case management for all participants;
- Communication with other PMVT Staff as required & where appropriate;
- Key-working with participants where required;
- Assisting with participants Individual Crisis Support Plans
- Ensuring that participants are fully informed about all entitlements;
- Reviewing Case Notes, Support Plans, and Risk Assessments Regularly to ensure all participants are receiving adequate supports.

To maintain a safe and healthy living environment through

- Adhering to safety and security protocols;
- Ensuring that the environment in which individuals are living, inside and communal areas, are maintained to a high standard at all times;
- Identifying maintenance, fire safety concerns, and liaising with maintenance groups.
- Keeping stock of household necessities & purchasing weekly groceries;
- Ordering stock from the PMVT Facilities team such as Cleaning Supplies and PPE.
- Mediating disputes and encouraging co-operation in shared living environments.
- Advice & Help to participants with house-keeping needs;
- Carrying out regular Environmental Audits of the service to ensure that the service is maintained to a high standard of Hygiene, Cleanliness and Safety.

To respond to requests for service through

- Linking in with other Peter McVerry Trust services, and the local authority, screening and assessment;
- Communication of information and referral to services where required.
- Offering ongoing support where required to former participants where designated.

To have a positive and enthusiastic attitude in work

- In your interactions with management, staff and participants of the Peter McVerry Trust.
- In your interactions with external agencies while representing the Peter McVerry Trust.

Commitment to Practice and Professional Development

- You regularly monitor, evaluate and reflect on your own knowledge, methods and practice and that of others
- You engage in supervision, to identify professional development, and to assess development opportunities to meet your needs.

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Change in Work Programme

- It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organisation. Due notice and consultation will be given.

Team Management

- As a manager, 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.

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

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- A good awareness of the importance of GDPR and a good knowledge in data practices i.e. salesforce
- A flexible and collaborative approach is required in order to work alongside the Head of Service
- 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
- Hold a full current driver license and have access to a car

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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