

JOB PACK

HOUSING FIRST TEAM LEADER

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home, and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

With more than 160 colleagues from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 6,000 people annually through the contracts we manage.

Role Summary

The Greater Manchester Housing First (GMHF) Programme is a partnership of 11 organisations. The programme is co-ordinated by a Central Team at Great Places Housing Association, with the support of zonal delivery teams across Greater Manchester.

Housing First is an evidence-based approach, which uses housing as a platform to enable individuals with experiences of multiple disadvantage and complex needs to begin recovery and move away from homelessness.

GM RSAP (Rough Sleeping Accommodation Programme) provides support to people across Greater Manchester who have experienced or are at risk of rough sleeping. The programme offers furnished tenancies for up to two years, alongside person-centred, trauma-informed support from an RSAP worker.

You will be responsible for the day-to-day delivery of the GMHF contract in zone C (Stockport, Tameside and Oldham), line management of workers and supervising the delivery of a service with a high level of fidelity to Housing First principles. You will also be responsible for line management of GM RSAP workers who work across GM and who are matrix managed by Great Places Housing Association.

Responsible To - Operations Manager

Responsible For Housing First workers and RSAP workers

MAIN TASKS OR ACTIVITIES

1. Provide line management and a high level of guidance, support and case management for Housing First and GM RSAP Workers.
2. Collate required performance information for the team relating to the customer's progress to support evaluation of the approach.
3. Responsible for risk profile of area of responsibility and be able to demonstrate effective risk management.
4. Build relationships with landlords and other agencies to encourage partnership working and improve the long-term sustainability of outcomes.
5. Provide cover for colleagues as required, to ensure that service delivery is maintained in a consistent way.

6. Operational management of service ensuring contract and financial compliance and adherence to policies and procedures.
7. Co-ordinate requests and offers of accommodation for the team and manage the personalisation fund in line with partnership procedures.
8. To ensure the successful delivery of the contract taking responsibility for achievement of targets to agreed timeframes, budget and quality.
9. To encourage peer support in the service and provide effective support to those with lived experience.
10. To work flexibly to ensure that service delivery is available in the morning/ evenings, at weekends and on bank holidays when required.
11. To ensure the safety of staff by appropriately managing lone working and ensuring all necessary safeguards are in place.
12. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
14. Carry out any other duties as required as required by the People Team, Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

CANDIDATE REQUIREMENTS

<p>Candidate Requirements:</p>	<ul style="list-style-type: none"> • An understanding and knowledge of the Housing First model and belief in the values and principles • Experience of managing/supervising staff; effectively coaching to enable creative problem solving • To show leadership qualities; have skills of a strong negotiator and the ability to advocate and be diplomatic • Professional curiosity with the ability and willingness to learn and apply learning in support delivery • Ability to challenge the status quo and influence others to change culture • Experience of administration and recording procedures with the ability to audit case notes and gather required data to support evaluation • The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services
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JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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