

Job Description:

Support Lead (part-time)



Job Description

Job Title:	1 x Support Lead - Part time
Grade & Salary:	WM6 SCP27: £27,745 (pro rata)
Hours of work:	Part time: 18.75 hours a week (2.5 days).
Line Management Reports:	Support Assistants/ Support Worker.
Accountable to:	Community Lead Manager for Support & Housing.
Functional Responsibility:	Delivery of Floating Support in Wandsworth.
Job Purpose:	<p>To provide support for the Community Lead Manager for Support & Housing in the Wandsworth Floating Support Team. Delivery of high quality and effective support services, which promote independence, wellbeing, inclusion and resilience.</p> <p>Support the Community Lead Manager for Support & Housing in the delivery of key performance indicators within the service specification.</p>
Based at:	Wandsworth Floating Support Service.

Main Responsibilities

- Support the Community Lead Manager for Support & Housing to lead and motivate the team to create and sustain a positive culture within your service.
- Support the Community Lead Manager for to manage a team through innovation and still deliver high quality effective services.
- Deliver effective supervision, appraisals and team meetings to staff team in the Wandsworth Floating Support Service.
- Responsibility for the development of staff, with support from the Community Lead Manager for Support & Housing. You'll identify development needs relevant to the role of your supervisees, and ensure that they have appropriate training, mentoring and shadowing as appropriate.
- Work with the Community Lead Manager for Support & Housing on recruitment when necessary, and complete new staff inductions.

- Ensure all key performance indicators in the contracts are met and recorded correctly.
- Support the Community Lead Manager for Support & Housing to manage referrals to the service and arrange for assessments to be completed.
- Provide 'hands-on' support to the staff team when complex support issues arise or breaches of tenancy occur and take charge when there is a major incident.
- Work directly with a small caseload of service users, delivering support to enable independence and mental health recovery, as well as providing shadow experience for frontline members of staff.
- Carry out and evidence regular assessments of support needs; drawing up, implementing, monitoring and reviewing support plans, risk assessment and outcomes monitoring.
- To ensure that service users are supported to better understand their responsibilities and manage their tenancies, ensuring tenancy and license conditions are adhered to.
- Maintain regular and constructive relationships with internal teams to provide a high quality service.
- Maintain regular and constructive relationships with external providers and partners to provide a holistic, wrap around service.

General Responsibilities

- Participate as a member of the team, and develop and maintain effective working relationships with colleagues, providing cover when necessary.
- Work within and towards Mind in Brent, Wandsworth and Westminster's Equal Opportunities Statement at all times and to promote the cultural diversity of both tenants and staff.
- Provide proactive person-centred and safe services to adults at risk and children in line with organisational and statutory safeguarding policies and procedures.
- Contribute to the development of Mind in Brent, Wandsworth and Westminster's policies and practices regarding its housing services.
- Keep abreast of current developments in policy and practice and attend courses as appropriate.
- Share in the administrative and organisational tasks of the Wandsworth Floating Support Service, including the preparation of annual budgets for the housing projects where you work, and liaison with housing associations.
- Participate in working groups as required.
- Assist with the induction of new staff as required.



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- Maintain high standards of professional integrity and respect for others in all dealings with service users, colleagues, other professionals and members of the public.
- Develop and maintain appropriate boundaries of confidentiality with managers, colleagues, volunteers and service users, and adhere to our GDPR policies and procedures.
- Avoid any action or behaviour which may conflict with the work and services provided by Mind in Brent, Wandsworth & Westminster, or which may bring the organisation into disrepute
- Ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means. To attend appropriate professional training courses/conferences/meetings, by agreement with your Line Manager.

Person Specification

Element	Description	Essential /desirable
Experience	At least two years' experience working within a visiting support, supported housing team and/or a floating support team.	E
	Working directly with people with mental health needs, including experience of working in a recovery-based service.	E
	Experience of multi-agency working with health service, social service, landlords and other service providers .	E
	Experience of reporting outcomes for service delivery.	D
	Experience of dealing with ASB and dealing with tenant disputes.	D
	Experience of financial and other monitoring and control of a service.	D
Knowledge	Working knowledge and experience of housing, health and welfare systems.	E
	Working knowledge of support planning and mental health recovery approaches.	E
	Experience of supervising staff and/or volunteers remotely.	E
	Experience of supervising staff and objective setting for appraisals.	E
Skills/aptitude	A good level of numeracy and literacy with verbal and written communication skills to a high standard.	E
	Competent in using computer programmes and databases, including all Microsoft office programmes.	E
	Communication skills to work effectively with people with mental health needs.	E
	Able to build positive relationships with a variety of stakeholders.	E

