**The Magdalene Group**

**Job Description**

**Supported Accommodation Team Leader**

**Job summary and purpose:**

The Magdalene Group offers a variety of front-line projects aimed at raising awareness and preventing the sexual exploitation of women and young people. The purpose of this role is to provide a high-quality home-environment to females, aged 16-18, who have experienced child sexual exploitation.

This is an exciting opportunity to manage a home providing specialist and therapeutic services. We are looking for someone who can establish this innovative, caring therapeutic home to meet the needs of the young people and can lead a team of staff. The ideal candidate will have a thorough understanding of the needs young people face today and be able to lead a team to provide the best possible outcomes for young women.

**Overall aims:**

* To provide a high-quality home environment to females aged 16-18 who have experienced child sexual exploitation.
* To establish this new supported accommodation service and recruit, lead and direct staff, ensuring that they are supported to deliver the highest standards of service to young people and stakeholders.
* To establish a value-based, needs-led service, fully embedding the restorative approach.
* To ensure quality systems and contract-compliant service, that meet key performance indicators.
* To develop phased care plans aimed at building life skills, teaching young women to recognise risk and manage their own safety within the community.

**Key responsibilities:**

**Staff management:**

* To recruit, manage and lead staff, ensuring that they receive a full induction and ongoing training in their duties and undergo annual appraisal of their performance.
* To set clear expectations of quality standards, work plans and targets.
* To ensure working patterns and staffing cover meet the needs of the service and comply with service-provider contracted hours.
* To ensure staff performance is monitored through monthly supervision, identifying and assessing training and development needs as appropriate.
* To undertake probationary assessments and annual appraisal within specified time frames.
* To manage capability, disciplinary, probationary and grievance procedures effectively and in line with procedures.
* To manage sickness and other absence in line with policy and procedure.
* To ensure that regular team meetings are held and recorded.

**Housing management:**

* To ensure all young people have a valid tenure and are inducted into the service, emphasising their rights and responsibilities.
* To ensure housing management policies and practices are effectively operated; to include maximisation of income, licence management and implementation.
* To effectively manage rent arrears, voids and maximise income.
* To comply with and implement health and safety policies.
* To implement, monitor and review a wide range of policies for staff and service- users.
* To ensure all maintenance issues are progressed using the maintenance systems.

**Service delivery:**

* To ensure fair and equitable referral procedures.
* To demonstrate an awareness of health and safety regulations and procedures to minimise risk.
* To maintain a high regard for young people, with the ability to relate successfully to individuals from a wide variety of backgrounds, and to manage conflict situations
* To have a sound understanding of the safeguarding legal framework for young people 16+ and compliance with local authority safeguarding procedures
* To ensure that all young people are provided with a high-quality person-centred service.
* To ensure young people’s views impact on the design and delivery of the service.
* To ensure the service meets the contract specification, key performance indicators and targets.
* To produce accurate reports and data as requested and at specified intervals.
* To produce an annual work plan for service improvement and development that aligns with the organisational values and mission.

**Financial management:**

* To monitor income and expenditure and ensure that the project keeps within set targets and that income is maximised.
* To ensure that financial procedures are maintained at all times in accordance with procedures.
* To participate in annual budget preparation and monthly income and expenditure analysis.
* To liaise with outside agencies
* To represent EnRoute to external bodies, as appropriate to the remit of this post.
* To establish and maintain new and existing community services.

**Other duties:**

* To act in accordance with the aims and to implement equality and diversity policy, and other policies adopted by the board.
* To work flexibly including evening or weekends where required.
* To implement and manage the participation of the on-call system for all EnRoute’s projects on a rolling rota basis.
* To include any other duties within the scope of the post as directed by the CEO.

**Accountable to:** Chief Executive Officer.

**Based at:** Victory Housing Trust, Cromer Road, North Walsham, NR28 0NB and

The Magdalene Group, 61 King Street, Norwich, NR1 1PH.

**Hours of work:** 30 or 37.5 hours per week.

**Salary:** £26,500 – £28,500 FTE, plus 5% pension.

**Annual Leave:** 26 days pro rota plus Bank Holidays.

**Other Requirements:**

* Due to the nature of the role, it is a General Occupational Requirement that this position be filled by a female.
* Enhanced clearance by the Disclosure and Barring Service for children and vulnerable adults.
* Child protection training at The Magdalene Group’s expense, and in accordance with our child protection policy, and any other training necessary to maintain and develop skills and knowledge.
* Full clean UK driving licence.
* Ability to organise and prioritise your work, ensuring you manage your own time and plan your workload to meet deadlines and commitments to customers.
* Ability to build teams, develop staff and manage staff performance.
* Ability to inspire, enthuse and motivate a wide range of stakeholders, including staff and customers.
* Familiarity with IT applications and keyboard skills and data analysis.
* At least 2 years experience of working with children/young women.
* Level 3 diploma for Residential Childcare or equivalent diploma is highly desirable.
* Possession of a good understanding of the issues surrounding child sexual exploitation and community based risk
* Ability to build genuine and trusting relationships with young women and encourage their independence.
* Resilience to cope with challenging behaviour and circumstances.
* High personal and professional standards
* Excellent communication and team working skills.
* Flexibility to undertake various working hours to include evenings, weekends and bank holidays, and to participate in night-waking.

We are pleased to be working in partnership with Victory Housing Trust to provide this brand new project.

