

Job Title:	Team Leader	Post Holder:	VACANT
Reports To:	Senior Outreach Services Manager	Location:	Thurles Hub
Salary:	This role is attached to a 14-point salary scale starting at €43,698 per annum and increasing annually to €52,165, and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Team Leader on the Outreach Team is vital to the successful delivery of quality services in NOVAS for our clients. The Team Leader will support the clients, volunteers and employees of the NOVAS Community Hub and a number of community-based outreach workers across the county of Tipperary.

The Team Leader will report to the Senior Outreach Services Manager and will be a member of and work collaboratively with the NOVAS outreach team and wider NOVAS organisation. This role involves working mainly during core office hours Monday to Friday and may require working occasional evenings, nights, or weekends depending on the needs of the service. The Team Leader will also be required to liaise with the NOVAS residential service management team in relation to the running of the NOVAS Community Hub. This means sometimes being contactable until 8pm weekdays and sometimes on the weekends. Team Leaders participate in the NOVAS Emergency Contact System rota to provide guidance to front line employees approximately 15 working days per year.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples, and families, and who are homeless or at risk of being homeless. We also provide a service for unaccompanied minors seeking asylum. We support adults with disabilities and complex needs. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have over 300 staff, and more than 30 services in Clare, Cork, Dublin, Kerry, Limerick and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice organisation, and the principles of collaboration, diversity, respect, and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Team Leader contributes to decision-making in the areas of identifying appropriate housing and support needs in collaboration with clients, volunteers and colleagues within the client service teams and the with the other members of the management team. In the absence of their line manager, or at times, the Team Leader may be required to consult with and take direction from another designated Senior Services Manager or the Head of Operations.

Oversight for the work in this role is provided by the Quality Client Services Sub Committee of the NOVAS Board of Directors.

The Team Leader will at all times, operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision-making will at all times be informed by the best interests of the clients and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect, and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
Quality Client Service Delivery	- Ensure your service provision is in line with your service level agreement and national quality standards framework. - Create a service culture that is trauma informed, person-centred, responsive to the needs of the clients and focuses on housing stability. - Offer support and advice to employees in relation to their client case management (for example, comprehensive assessments, support plans, risk assessments and consents). - Foster active relationships with external service providers or community groups. - As delegated by the Senior Outreach Services Manager or other members of the management team, assist with arranging opportunities for client engagement regularly in your services for client feedback. - As part of the Outreach team actively participate in Case Management review meetings including assisting with arrangements and logistics of meetings. - Provide guidance to service employees and clients about how to record complaints and ensure the rest of the team are aware of new complaints.
Employee Management	- As part of the Outreach team, participate in recruitment of required employees in compliance with NOVAS recruitment & selection procedures. - As delegated by the Senior Outreach Service Manager participate in the induction of new employees. - As delegated by the Senior Outreach Service Manager provide direct line management including supervision and performance management to Outreach staff in line with policy. - Report any requirements for equipment to the Senior Outreach Service Manager and support replacing, repairing or ordering of equipment as delegated by the local Service Manager. - As delegated by the Senior Outreach Service Manager assist with the provision of supervision and facilitation and recording keeping for team and departmental meetings to outreach employees - Report any concerns in relation to employee performance or conduct to the Senior Outreach Service Manager. - As delegated by the Senior Outreach Service Manager support the completion of required training by team and assist with the collection, completion or recording of and reports or records for the service.
Volunteer Management	- Maintain regular communication with all volunteers registered to support work of NOVAS Tipperary services. - Coordinate the rostering of volunteers on volunteer services. - Monitor the queries and requests made by volunteers on the group message service and support them with resolutions and resources. - Maintain a sufficient pool of volunteers to support the roster of the service by administering and managing the recruitment and induction of new volunteers as needed. - Address performance concerns relating to volunteer engagement on behalf of NOVAS in line with guidance from your line manager and maintain records of actions taken to address concerns. - Arrange periodic volunteer gatherings and celebrations of their efforts and contribution.
Safe & Secure Service Management	- Prioritise the health and safety for all employees, volunteers, clients and visitors to the services. - Conduct and document risk assessments and implement risk mitigation measures. - Be proficient in administering basic first aid to clients as required, with necessary training provided.

	- As delegated by the Senior Outreach Service Manager support the implementation of fire safety measures, ensuring regular checks are conducted in line with policies and procedures, and promptly escalating any issues to the Manager. - Ensure incidents and accidents are appropriately recorded by the team according to established policies and procedures. - Ensure compliance with infection prevention and control measures, including health, hygiene, and cleaning protocols. - Monitor area security through engagement with volunteers, clients and other employees of the area surrounding the service and report any security issues to the relevant authorities. - Ensure repairs and maintenance tasks are reported appropriately and arrange for the completion of the required actions to resolve to ensure a safe and functional environment for clients, volunteers and employees. - Participate in health and safety audits and implement recommendations.
Financial Management	- Ensure any requests for expenditure are provided to the Senior Outreach Service Manager with the necessary level of documentation and detail and ensure no unnecessary costs are incurred. - Discuss with the Senior Outreach Service Manager how service expenditure is aligning with service budgets to ensure costs are controlled and managed. - As delegated by the Senior Outreach Service Manager support the recording of employee hours to assist with payroll processes. - Report any concerns about use of funds to the Senior Outreach Service Manager.
Funder Relationship	- Be responsive to queries from service funders for information in line with our data protection policy, mindful of appropriately protecting information. Keep the Senior Outreach Service Manager informed of any communication with service funders. - Maintain good working relationships with current and potential funders.
Compliance & Oversight	- As delegated by the Senior Outreach Service Manager support the preparation of quarterly PASS reports and ensure accuracy of data. - Participate in quarterly internal quality audits based on NQSF (National Quality Standards Framework). - Participate in internal Health & Safety audits. - As delegated by the Senior Outreach Service Manager support the preparation Complete quarterly funder KPI (Key Performance Indicator) reports. - Ensure all records are up to date and accurate.
Supervision, Support & Development	- Engage in regular supervision or one-to-one sessions with your line manager. - As delegated by the Senior Outreach Service Manager support the provision of Supervision meetings designated employees in line with the NOVAS policy. - Work under the direction of and in collaboration with your line manager and the wider management team. - Work to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. - Participate in team meetings, local management meetings and meetings held under the national operations meeting structure. - Familiarity and compliance with all relevant policies and standards. - Participate in relevant and required training events.
Information Management	- Ensure data and personal information relating to clients, volunteers' tenants, employees, and other members of the organisation or its stakeholders, are kept safe and secure using the correct systems and procedures, is collected for legitimate purposes, and is safely destroyed when appropriate. - Ensure clients, volunteers, tenants, employees and other members of the organisation or its stakeholders are aware of how to access information about themselves and support any requests from them to access information.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate should have:

- Professional Qualification in Social Care or related allied health professions, minimum level 7 (full major award) or eligibility to register with CORU as a Social Care Worker.
- One year experience in working with people who are homeless or other social care groups.
- Strong administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development, and independence of the individual.
- Have an understanding of case management protocols including support planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people who are homeless, with focus on the specific needs of people with complex needs.
- Knowledge of and a commitment to equal opportunities.
- Full drivers' licence and use of own car.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Experience of demonstrating strong practice within a peer team or leading or managing people or volunteers.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour, Substance Misuse, Community Engagement, Disability Support.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not-for-profit.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager, you can apply for financial support, study leave, or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.