

RECRUITMENT INFORMATION PACK

Team Leader – Bradford Homeless Partnership

Hours: 35

Salary: £29,247 per annum

Annual Holidays: 6 weeks plus Bank Holidays

Location: Bradford



Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



About the department

Bradford Homeless Partnership (BHP) provides short-term temporary and emergency accommodation and support for people who Bradford Local Authority owe a statutory (legal) homeless duty. The aim of the service is to prevent the most vulnerable people from experiencing homelessness and rough sleeping. The three separate elements delivered by Horton are; families, (including single parents) single men and single women.

Referrals are accepted 24/7 through the Housing Options Service. BHP offers tailored, person-centred and trauma informed support. Information, signposting and/or support will be provided to address independent living skills, mental health, substance misuse, and employment access. Resettlement assistance can be provided for up to 2 weeks after the people who we support move on.

A variety of temporary accommodation options are provided, catering to a range of needs, with a focus on safety and quality. Accommodation includes buildings with 24/7 access to on-site support and security.

BHP collaborates with local agencies to empower individuals and enhance independence. Our key service outcomes focus on securing long-term housing for the individuals we support, ensuring they achieve sustained tenancies.

Message from the Recruiting Manager

“The team are looking for someone who can support and guide them in their role. If you enjoy supporting people in an extremely busy service, this is the role for you. “

Joanne Mason
Manager



Job Description

REPORTS TO: Scheme Manager

The Team leader will assist the Scheme Manager with the day-to-day operational management of the service.

The post holder will supervise and guide a team of support workers to deliver housing-related support and ensure the people we support receive a holistic, strength based, personalised service. You will be responsible for supporting the Scheme Manager in the management of the service to ensure internal standards, regulatory and contractual requirements are in place. You will provide support and guidance to individuals, assigned to you with any aspects of their housing and support needs.

RESPONSIBILITIES

- Overseeing and quality checking tenant documentation.
- Supporting the scheme manager with the day-to-day operations of service to ensure it is effectively managed and operates within the required standards.
- Lead and motivate all colleagues to plan and prioritise their workloads, set objectives, review performance and provide support.
- Liaise with the scheme manager on the implementation of business plans for the service. Seek improvements in the service and actively identify new opportunities.
- Ensure effective housing management of properties, including tenancy enforcement action, rent collection and recording, repairs and maintenance, minimising voids etc.
- Ensure that service levels are met, providing guidance and support to colleagues in all aspects of support and development
- Ensure the security and safety of the Building, Properties, services equipment and facilities
- Ensure all properties and communal areas are in a good state of repair and decoration.
- Ensure people are equipped with key skills to enable them to maintain their tenancy and make choices that will enable them to live independently, become good tenants and achieve successful outcomes.
- Undertake duties in respect of service promotion and responding to new referrals, e.g. carry out needs assessments, risk assessments, allocations and signing up new tenants.
- Contribute to the development, implementation and review of HHA's policies and procedures Promote and maintain positive working relationships with outside agencies, and actively participate in relevant external meetings concerned with day-to-day operational matters, as and when required.
- Attending and participating in multi-agency meetings in order to identify and jointly manage any areas of concern, improvement and risk.
- Supporting colleagues individually and at team level, including holding regular team meetings and carrying out individual colleague supervision, appraisals and assessment of training needs.
- Promote 'good neighbour' relationships between people, and address any issues with surrounding neighbours



- Preparing and presenting reports as required.
- Ensuring the buildings and equipment comply with Health and Safety statutory requirements and recommendations e.g. those of the Fire Officer and Environmental Health Officer.
- Ensuring compliance with statutory and regulatory legislation and directives including but not limited to, Data Protection, Health and Safety, Fire and Environmental Health.
- Ensuring the team are aware of and work in accordance with Horton Housing Associations policies and procedures.
- Ensuring that professional boundaries are maintained at all times
- Undertaking the above duties in accordance with Horton Housing Association's policies.
- Working to the Association's policies and procedures on equality and diversity at all times.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Ability to maintain professional boundaries
- Commitment to Equality & Diversity
- A willingness to undertake any further training required
- Ability to work flexibly on a rota including weekends and bank holidays
- Driving Licence and a vehicle for business use
- Enhance DBS check

DESIRABLE

- Experience in a support environment with an ability to lead, manage, motivate and develop colleagues.
- Experience of working with people experiencing homelessness or social disadvantage.
- Experience of strong partnership working including liaising and working closely with a range of housing providers, support services, statutory and non-statutory agencies.



- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.
- Knowledge and understanding of issues facing people experiencing homelessness, mental health issues, offending behaviour and drug/alcohol challenges.
- Evidence of vocational training and/or professional development in relevant skills for the post (e.g. housing, mental health, welfare benefits, drug and alcohol challenges).

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department



Our Values



Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

Our Culture Statement

- We believe in a culture of positivity, inclusion, and kindness. Where celebrating diversity and respecting and supporting one another is the norm.
- We embrace an open and honest approach. Placing value on the little things, and encouraging creativity and curiosity.
- We work together to do the right thing. Celebrating quality, personal accountability, and excellence.
- We embrace change, seek out potential, and place no limit on opportunities to learn, grow, and develop.
- We are passionate about making a difference, and committed to making things happen.

Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



What can you expect from working at Horton Housing Association?

Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

Did you know: Our CEO started with HHA as a Support Worker and worked all the way up!



How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

Contact us

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