

RECRUITMENT INFORMATION PACK

Team Leader – HACS 4 Women

Hours: 35 hours per week

Salary: £28,673

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

Housing, Accommodation, Community, and Support (HACS) services provides housing-related support for people in temporary housing accommodation and floating support in the community who have experience periods of homelessness, are at risk of becoming homeless, or have an unsettled lifestyle.

The various HACS support teams supports individuals who may have high levels of support needs, people who may be experiencing or have experienced problems with drugs or alcohol use and poor mental health. The teams provides individuals support to enable tenants to manage their accommodation through personal development and support plans to help them transition out of difficult circumstances and take control of their lives.

We provide a service to people have difficulty in accessing services. We enable people to become 'Tenancy Ready', to maintain their tenancies and to move-on into homes of their own. We encourage and support people to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

We tailor support in consultation with the individuals taking into account their needs to achieve the best outcome for them. We provide opportunities for people to explore and realise their own potential and build resilience through innovative activities, informal learning and volunteering.



Message from the Recruiting Manager

Thank you for your interest in the Team Leader role.

We are committed to helping our tenants develop the skills they need for successful, independent futures. As a Team Leader, you will work alongside the Service Manager to support and manage a team of support workers, providing guidance and assistance as they work with residents to build tenancy skills, set goals, and develop plans for a positive move towards independence. Based in Bradford, you'll oversee operations across various office and residential settings, with some travel required to support your team's work in helping residents maintain stable tenancies.

You'll join a team passionate about transforming lives and making a real impact on our communities. In this role, you'll play a key part in delivering a trauma-informed approach, ensuring our services are responsive to the emotional and psychological needs of our residents. You'll help your team to understand and apply these practices, promoting self-reliance, dignity, and high aspirations for those we support.

We are dedicated to supporting your growth as a leader. You'll receive comprehensive training and induction through the Horton Academy and from our learning and development team, with additional opportunities tailored to your professional needs and interests. We prioritise work/life balance for all colleagues. Working 35 hours you will have the option of a four day work week, benefits such as 30 days of annual leave and access to a robust employee assistance programme.

If you're a compassionate, aspiring leader with a background in housing support or related fields, we'd love to hear from you. I look forward to receiving your application and exploring the potential of working together.

Best wishes,

Shamyla Sarwar, Service Manager

Job Description

REPORTS TO: Scheme Manager

The Team leader will assist the Service 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 and floating support and ensure the people we support receive a holistic, strength based, personalised service. You will be responsible for supporting the Service 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

- Supporting the service 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.
- Supporting colleagues individually and at team level, including participating in team meetings and carrying out individual colleague 121 meetings including supervisions, appraisals and assessment of training needs.
- Liaise with the service 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, H&S, minimising voids etc.
- Ensure that service requirements are met, providing guidance, coaching and support to colleagues in all aspects of their role to improve performance and service delivery
- 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 people.
- Contribute to the development, implementation and review of HHA's policies and procedures
- Overseeing and quality checking support documentation.
- 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 tenants, and address any issues with surrounding neighbours
- Ensure all properties and communal areas are in a good state of repair and decoration.
- 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

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.

Person Specification

ESSENTIAL

Essential for Horton Housing:

- Ability to maintain professional boundaries
- Commitment to Equality, Diversity and Inclusion
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service/department
- Enhanced DBS check before start

Essential for the role:

- Experience in a support environment with an ability to lead, manage, motivate and develop colleagues.
- Experience of working with people experiencing homelessness and/or who experience multiple 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, and 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).

DESIRABLE

- A full UK driving licence and use of a car for work purposes

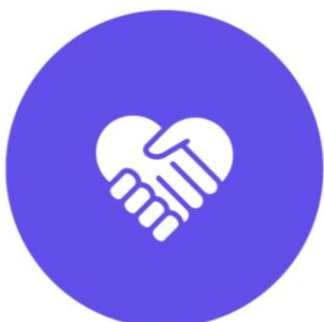


Our Values



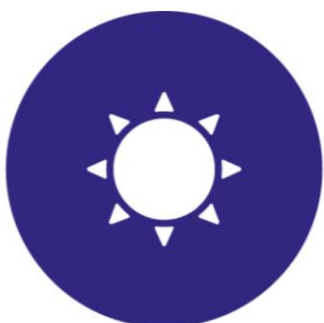
Be Supportive

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 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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