



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement and wellbeing support.

### OUR VISION:

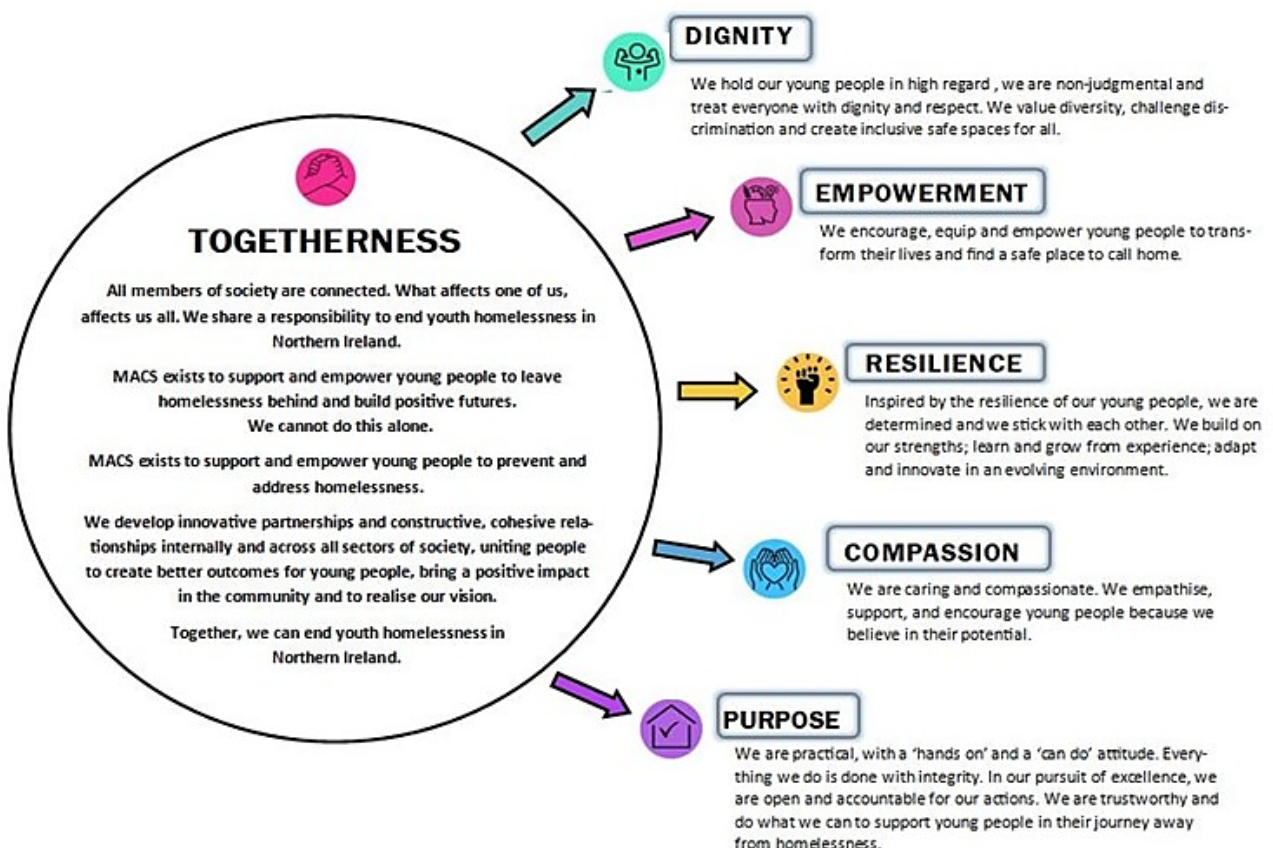
**An end to youth homelessness in Northern Ireland**

### OUR MISSION:

**Together we will empower young people on their journey to find a safe place to call home and build brighter futures.**

### OUR VALUES:

**Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.**



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

## **OUR CULTURE:**

***Interdependence*** – MACS recognise that as social creatures, we cannot exist totally independently from others.

***Personal Growth and Development*** - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

***Learning from Mistakes*** - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

***Self Determination and Autonomy*** - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

***Judging Others*** - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

***Communication*** - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

***Trust and Integrity*** - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

***Involving Yourself*** - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

**We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.**

## MACS SUPPORTED HOUSING SERVICE

### JOB DETAILS

**Job Title:** Housing Team Leader

**Conditions:** Full Time, Permanent (**x1 Belfast and x1 Downpatrick**)

**Responsible to:** Housing Manager

**Location:** 9 English Street, Downpatrick  
14-20 University Street, Belfast

**Hours of Employment:** **Full Time:** 37.5 hours per week. Working Hours may include evenings, weekends and bank holidays and may change to reflect the needs of the young people.

**Salary:** £26,845 per annum and pension 4% of salary

**Holidays:** 36 days per annum (increasing by 1 day per year of service up to a max of 41 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed).

*This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.*

**It will be a requirement of this post to be registered with the Northern Ireland Social Care Council (NISCC).**

# JOB DESCRIPTION

## **ROLE OVERVIEW**

MACS Housing service provides supported housing for young people leaving care aged between 16 and 21. We support young people to build the skills and confidence to maintain their own homes. Young people live with us for up to 2 years before moving on to their own tenancy in the community.

The Team Leader will line manage the support workers and work in conjunction with the Manager to maintain and develop the Supported Housing Service.

**This Job Description demonstrates the job role, duties and responsibilities to:**

### **User, Stakeholder and Community Engagement:**

- To lead and manage a team of Support Workers including completion of formal and informal supervisions in conjunction with the manager.
- To promote best practice in supporting young people and ensure the smooth running of a Housing Service. Providing a quality service that meets the needs of young people to attain, manage and maintain their own accommodation.
- To meet Outcomes and Quality Standards (QMT) set by key funders, MACS Leadership team and RQIA.
- Participate in the management, review, planning and development of the Supported Housing Service in conjunction with the Integrated Services Manager to meet the needs of Young People.
- To develop, implement and review a rota to best meet the needs of the service, to ensure consistency and continuity of care for Young People and the health and wellbeing of the team.
- To ensure that the Child Protection Safeguarding Adults and Lone Worker Policies and Procedures are implemented to safeguard young people and staff.
- To ensure adherence to the organisational policy and procedure, paying particular attention to those in relation to housing.
- To participate in and consult with the team in relation to the review and implementation of Policy and Procedure.
- Evaluate and monitor agreed targets as set out in the Supported Housing Service Balance Scorecard to ensure targets are met in line with contractual agreement and expectations as outlined in balance scorecard this will include participation in meetings.
- Participate in all meetings relevant to the Supported Housing Service.
- To support the development and implementation of social pedagogy as an approach to practice within the team to offer young people alternative ways of gaining support through promoting wellbeing, learning and growth.
- In line with MACS values young people have the opportunity to lead and effect change in Policy and direction at both Service and Organisational levels, to actively promote MACS Young People's Participation Strategy in partnership with Led By You. To ensure the implementation of an ongoing programme of group work for young people including

fortnightly House Meetings.

- To ensure young people receive the appropriate level of support based on their individual support needs and identified safety concerns.
- Ensure prompt completion of incident reports and communicate these to the Manager, adhering to safeguarding Policy and Procedures and effective communication in regards to relevant safeguarding issues.

### **Learning and Development**

- To provide awareness of the Housing Rights of Young People and to advocate on their behalf.
- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and team meetings to work on agreed targets, alongside Manager.
- To prepare and update Learning and Development plan in relation to team and individual training needs.
- To promote team and individual learning and development, through the facilitation of regular team meetings, team days, reflective sessions when required.
- To role model a willingness to reflect, learning from mistakes, celebration of achievements and continuing professional development.
- To recruit, induct and supervise relevant staff, ensure the recruitment process meets the needs of the Service and Team currently in place.

### **Governance**

- To adhere to NISCC standards of conduct and MACS Policies and Procedures including, Safeguarding and Lone Worker in order to safeguard and protect Young People and Staff.
- Working effectively within a team, ensuring information is communicated with Young People and external agencies.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the house.
- To ensure all recordings and communication are in line with statutory and MACS requirements and GDPR guidelines and communicated in a timely and appropriate manner, in line with GDPR guidelines.
- To be pro-active in Service Development, network with external agencies and promote of the profile of MACS.
- To ensure effective management of service budgets in partnership with MACS finance team. Facilitating regular consultation with the finance team so any expenditure is in line with budgets with regular review, financial accountability and value for money.
- That Housing benefit is secured, monitored and managed for all relevant young people. Young people are in receipt of correct benefits were applicable and that there is clear communication between internal teams and external bodies.
- Updating and maintenance of MACS databases on a regular basis, including HR, payroll and finance for your team to ensure effective governance.

- Ensure staff adhere to the relevant processes required in regards to HR and Finance.
- Complete regular audits to ensure that appropriate professional records are maintained in conjunction with Supporting People, Health and Social Care Trusts and RQIA requirements.
- To ensure standards are maintained and evidenced in the day-to-day work of staff and any issues relating to practice are addressed.
- Ensure Health and Safety and Fire Standards are maintained as per Health and Safety and Fire Safety Policy and Procedures, to promote the safety of staff and young people and ensure the requirements from external agencies are met.
- Provide a timely response and follow up to issues raised through the complaints process in line with policy and procedure. Ensuring young people are aware of the complaints process, that any learning is implemented and any concerns are addressed from mistakes made, whilst also ensuring staff and young people are supported in the process.
- To ensure there is transparency in regards to any complaints made, these are communicated effectively, and any necessary improvements made.

### **Other Duties**

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the young people and service, always putting young people first.
- To work shift patterns that meet the needs of the young people.

### **PERSONAL REQUIREMENTS**

- The ability to plan and prioritise workload
- Ability to move throughout the Housing Services
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

## PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> <li>• 3 years' experience of working with young people in supported housing or similar environment.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Degree in Social Work, Youth and Community Work or similar <b>AND</b></li> <li>• 2 years' experience of working with young people in supported housing or similar environment.</li> </ul>	ESSENTIAL	SHORTLISTING
CRITERIA 2		
<ul style="list-style-type: none"> <li>• Demonstrate the ability to manage and develop a team.</li> </ul>	ESSENTIAL	SHORTLISTING
CRITERIA 3		
<ul style="list-style-type: none"> <li>• Understanding of young people who have left care or have high support needs.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> <li>• To work within the ethos, culture and values of MACS.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 5		
<ul style="list-style-type: none"> <li>• A full current driving license with access to a car for business use is required to meet the requirements of the post in full.</li> </ul>	ESSENTIAL	SHORTLISTING
DESIRABLE CRITERIA		
<ul style="list-style-type: none"> <li>• Experience of a leadership role within an organization / service.</li> </ul>	DESIRABLE	SHORTLISTING