



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Team Leader - Accommodation Based Service for Care Leavers and Young People aged 17-25 (Please quote reference JHG-296 on your application)
Employer:	Jigsaw Homes Group
Location:	Cavendish 249 and community working *Due to current Covid-19 restrictions this role also incorporates home working at a maximum of 50% of the working week at managerial discretion, subject to a satisfactory probationary period
Salary:	£26,812 per annum
Hours:	35 hours per week
Status:	Fixed Term until 31st October 2022, subject to probationary period
Holidays:	27 working days per annum (5 day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Closing date for applications:	Friday 3 rd December 2021
Provisional interview date:	To be confirmed
Commencement date:	As soon as possible
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Further information about the disclosure can be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believe diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.
Application to be returned to:	People Team Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION
TEAM LEADER - ACCOMODATION BASED SERVICE FOR CARE LEAVERS
& YOUNG PEOPLE AGED 17-25

Department:	Jigsaw Support
Located at:	Cavendish 249 and community working *Due to current Covid-19 restrictions this role may, at management discretion, also incorporate home working at a maximum of 50% of the working week, subject to a satisfactory probationary period
Hour of work:	35 hours per week
Responsible to:	Service Manager
Responsible for:	Keyworkers- Accommodation Based Service for Care Leavers and Young People aged 17-25
Overall aim of the job:	<p>The team leader will lead and manage a team of 2.5 keyworkers providing housing related support within an accommodation based setting (dispersed accommodation and floating support) to care leavers and other young people. The team leader will also carry a small caseload of the most complex cases. The team will work to address any barriers to move on to permanent tenancies and equip young people for independent living without support.</p> <p>The role will involve extensive collaboration and partnership working with Tameside MBC, its contracted provider of homelessness services, the Leaving Care team, Social Care, and other statutory and voluntary agencies, to enable positive outcomes to be achieved across health, education, relationships, emotional wellbeing, housing, independence skills, leisure and community integration.</p>

MAIN TASKS OR ACTIVITIES

1. Provide line management functions to the Keyworkers- Accommodation based service for Care Leavers and Young People aged 17-25
2. Carry out regular case reviews and casework supervision for keyworkers, building a reflective culture within the service
3. Ensure contract compliance, actively participating in collating data and producing quarterly monitoring reports for commissioners
4. Lead on the referral process, assessing customers to ensure they are appropriate for the service and ensuring efficiency so as to minimise voids
5. Lead on the management of risk for the service
6. Lead on safeguarding and promoting the wellbeing of children and adults in accordance with the Children Act and the Care Act
7. Work with Service Manager and Volunteering Coordinator to promote co-production and customer involvement on the service
8. Build and develop relationships with landlords and other agencies to widen housing options, overcome barriers to sustainability and improve outcomes for customers
9. Contribute to communications strategy to promote the service
10. Carry a small caseload of the most complex customers on service
11. Work with individuals referred to the service in order to assist them to articulate their desired outcome and provide a support service to enable them to achieve those outcomes

12. Effectively respond to crises through developing innovative solutions to intractable issues and be a key liaison to statutory services and other key agencies working with, or known to, the individuals accessing the service, including Tameside MBC, its contracted provider of Homelessness Services, Leaving Care team and Social Care
13. Adopt a range of life coaching tools and techniques to help young people gain greater self-awareness and make positive changes to their lives
14. To maintain individual case records in accordance with guidance and procedure and to ensure that information required for management purposes is recorded and managed in accordance with the Data Protection Act
15. To liaise effectively with other agencies and work as part of a multi-disciplinary team
16. To Increase an individual's knowledge of the local assets and circles of informal support available in their communities
17. Develop empowerment through information, advice and local opportunities
18. Providing people with a positive customer experience
19. To work on own initiative, managing and prioritising own workload under the direction of the Service Manager.
20. To promote equality of opportunity all areas of work
21. To attend regular Team Meetings and contribute to the wider Jigsaw support team
22. To participate in regular one to one supervision and to ensure that the Service Manager is notified of concerns at all times
23. Positively represent the Jigsaw Support at all times
24. To carry out such other duties and training as the Service Manager or other senior managers may reasonably require in relation to the post.
25. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
26. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
27. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

**PERSON SPECIFICATION
TEAM LEADER**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
Have attained a good level of education	E	Application Form/Certificates
Educated to degree level or equivalent	D	Application Form/Certificates
Recognised Managerial Professional qualifications	D	Application Form/Certificates
Evidence of motivation for personal development	E	Application Form/interview/Certificates
<u>SKILLS/EXPERIENCE</u>		
Experience of managing, developing, motivating and supervision of frontline staff, ensuring professional boundaries are upheld and risk is managed	E	Application form/interview
Experience of working within a performance management setting and of meeting targets.	E	Application form interview
Experience of working in multi-agency environments in partnership with key stakeholders	E	Application form/interview
Experience of monitoring service performance against key work objectives, targets and outcomes with a solution focused approach	E	Application form/interview
Experience of co-production within services or knowledge and willingness to adopt this approach	E	Application form/interview
Experience of working with young people aged 17-25	E	Application form/interview
Experience of working with challenging behaviours in a health/housing support, and/or social care setting or similar	E	Application form/Interview
Knowledge and experience of safeguarding legislation, policy and practice and of ensuring safeguarding is effectively managed within a service	E	Application form/interview
Experience of enabling people with a broad range of issues to establish and maintain independent living	E	Application form/interview
Experience of life coaching-type tools and techniques to help people gain greater self awareness and make positive changes to their lives	E	Application form/interview
Knowledge of the specific challenges faced by care experienced young people	E	Application form/interview
Ability to communicate positively and assertively with people at all levels	E	Application form/interview
Ability to build motivational working relationships with people, building on their strengths	E	Application form/interview
Ability to problem solve, including seeking creative and imaginative solutions	E	Application form/interview
Ability to work within a positive risk taking service environment	E	Application form/interview
Ability to prioritise own workload	E	Application form/interview

Confident in the use of IT and web based tools/information	E	Application form/interview
An excellent understanding of housing options, welfare benefits, and person-centred support.	E	Application form/interview
<u>PERSONAL ATTRIBUTES & OTHER FACTORS</u>		
Experience of managing or supporting volunteers	D	Application form/interview
Self-motivated, enthusiastic with a “can do” attitude	E	Application form/interview
Ability to work flexibly	E	Application form/interview
Good team player	E	Application form/interview
<p>Please note: Applicants must meet the above “Essential” criteria as a minimum. “Desirable” criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to contact the People team via email at recruitment@jigsawhomes.org.uk</p>		

DISCLOSURE BARRING SERVICE INFORMATION

GENERAL DISCLOSURE INFORMATION:

The provisionally selected successful applicant for the post will be asked to apply for an Enhanced Disclosure from the Disclosure Barring Service.

A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.

As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):

*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.

A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Jigsaw Homes will consider persons with a criminal record on merit and ability and not discriminated against unfairly.

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:

As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Jigsaw Homes complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access:

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

<p>Disposal:</p>	<p>Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.</p>
<p>Acting as an Umbrella Body:</p>	<p>Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.</p>
<p>Recruitment of ex-offenders:</p>	<p>As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, jigsaw Homes complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.</p> <p>Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.</p> <p>This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.</p> <p>We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.</p> <p>A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.</p> <p>Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within Adactus Housing and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.</p> <p>Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.</p> <p>We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.</p>
<p>Recruitment of ex-offenders - continued:</p>	<p>At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.</p>

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the persona seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.
