

BETHANY CHRISTIAN TRUST

Job Description – Team Leader

Rapid Re-accommodation Welcome Centre, Edinburgh

**1 JOB DETAILS**

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| **Job Title** | Team Leader | **Line Manager** | Project Manager |
| **Grade Level** | 3 | **Spine Pt:****Hourly Rate:** | 22 £14.77 |
| **Section/Unit** | Rapid Re-accommodation Welcome Centre Welcome Centre | **Directorate** | Crisis Intervention |
| **Location** | Haymarket Hub Hotel, 7 Clifton Terrace, Edinburgh |
| **Hours** | Up to 39.375 hours per week | **FTE** | Up to 1.05 |
| **GOR** | Required to have a genuine and active Christian faith and commitment |

# 2 JOB PURPOSE

To coordinate and motivate the staff team in providing care and support to people who would otherwise be sleeping rough at the Rapid Re-accommodation Welcome Centre, working in conjunction with City of Edinburgh Council and other agencies to identify suitable accommodation for each individual to move on to. The role involves working continuous night shifts (seven nights on/seven nights off), overseeing volunteers and liaising with other support services.

# 3 MAIN RESPONSIBILITIES

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|  | Approx. % of time |
| * Ensure smooth handover of information between manager, other team leaders and project workers
 | 5% |
| * Ensure premises are prepared for reception of guests, monitor admissions, supervise guest areas, monitor security and privacy, and ensure that there is order and cleanliness
 | 20% |
| * Provide advice and information to guests particularly on housing issues
 | 10% |
| * Provide agreed levels of advice and general support to residents staying in the hotel who are not in the Welcome Centre but under Temporary Accommodation
 | 5% |
| 1. Maintain and promote guest confidentiality; record guest statistical information and communicate information in the agreed manner
 | 10% |
| 1. Ensure that there are no fire risks and that exits are clear from obstruction at all times, supervise evacuation of premises in the event of a fire alarm
 | 10% |
| 1. Work alongside volunteer teams in a supervisory role and supervise serving of meals including breakfast
 | 10% |
| * Supervise clean-up and ensure that premises are left in good condition each morning
 | 10% |
| * Communicate and implement decisions made as part of a staff team
 | 10% |
| * Lead devotions with staff and volunteer teams, and where appropriate, guests and stakeholders
 | 10% |

**4 PLANNING AND ORGANISING**

* Delegate tasks and responsibilities to project workers where appropriate.
* Plan own workload in relation to key working patterns through the shift.
* Anticipate and have plans in place for busy or chaotic periods.

**5 PROBLEM SOLVING**

* Consider the best approach to dealing with emergencies at the Welcome Centre.
* Provide clear support and guidance to project workers when dealing with guest discipline.
* In discussion with team members consider appropriate responses to complaints.
* Consider the best way at each venue to create a safe and friendly environment when dealing with large numbers wishing to gain access.

**6 DECISION MAKING**

* Prioritisation of own work.
* Provide strong leadership.
* Make decisions on which guests to be let into the building.
* Make decisions in line with procedures that are set out.

**7 KEY RELATIONSHIPS**

* Project Management – The post holder will maintain a relationship with the Manager and Deputy Manager in order to deliver the strategic objectives of the project as well as to feedback complex problems/issues that may be identified and work with them on solutions.
* Welcome Centre Project Workers – the post holder will provide opportunities for the continuous professional development of all staff.
* Church volunteers – the post holder will work with the volunteers and ensure that meals are being served in the appropriate manner.

**8 KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB**

The qualifications and characteristics that will be required of the person undertaking the role are:

* An SVQ level 3 in Care/Promoting Independence or equivalent is desirable
* Team leadership experience
* Experience of working with vulnerable and homeless people
* An understanding of mental health and addiction issues
* Ability to deal appropriately with challenging behaviour
* Administrative skills and experienced in the use of Microsoft Office package especially Word and Excel
* Excellent interpersonal skills
* Flexibility to respond to a changing environment
* Stamina for undertaking constant nightshifts
* Strong organisational skills
* Current UK driving licence
* Ability to maintain clear & accurate records
* A commitment to working in partnership with other organisations in order to fulfil the Company’s aims and objectives
* Required to have and be able to evidence a genuine Christian faith and commitment as a genuine occupational requirement

# DIMENSIONS

* The post holder has project workers and volunteers as direct reports
* The post holder will have considerable dealings and communication with guests, external agencies and church volunteers
* The post holder may be expected to drive the minibus to transport guests to and from the venue
* The post holder will participate fully in supervision and appraisal

**10 JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION**

* The post-holder is required to participate in and lead Christian worship in a work setting and respond to questions about the Christian faith from personal experience, in order to contextualise Bethany’s Vision of working with vulnerable people as an expression of Christian love in action.
* The post is for 31.5 weeks beginning on Wednesday 18th September 2024 with a training week (weekdays, 9am-5pm). The project commences on Wednesday 2nd October 2024 and ends on Tuesday 29th April 2025.
* Holiday entitlement will accrue during the contract period (including annual and public holidays). It is preferable that holiday leave is paid at the end of the contract period; however, any request for holidays during the period will be considered but must be viable for the business and approved by the Project Manager.

**11 CREATION AND REVISION**

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| **Created** | Aug 2013 |
| **For Review** | July 2021 |
| **Reviewed** | July 2020 |
| **Reviewed**  | June 2024 |