

JOB DESCRIPTION

JOB TITLE: *Team Around the Tenancy (TAtT) Manager*

OFFICE LOCATION: *TBA – Conwy or Wrexham*

LINE MANAGER: *Director of Family Services (DFS)*

SUPERVISORY RESPONSIBILITIES: *TAtT Practitioners*

PRINCIPAL JOB PURPOSE:

The TAtT service is a one year pilot funded by Welsh Government ‘Suitable Provision and Support – Innovation Fund.’

The aim of the TAtT service is to make homelessness for looked after young people ‘rare, brief and non-recurring’ and to combat isolation and loneliness. The service will provide young people with the skills, knowledge and support networks that they need to sustain a tenancy both now and in the future. In particular the service will target young people aged between 18 and 25 years old who:

- Are in a new tenancy
- Risk losing their tenancy
- Have lost a tenancy
- Present as homeless

Referrals to TAtT will be received directly, via partner agencies or through our existing services. Young people will be paired with a TAtT practitioner and can access a programme of up to 10 weeks combining development of skills, confidence and relationship building. The programme will be tailored to the needs of each individual young person and could include:

- Housing advocacy.
- Mentoring with the aim of integrating young people into local services and activities
- Restorative Approaches / Family Group Meetings involving family, friends and professionals to talk, plan and make decisions. This process includes the identification and formulation of support networks, building, maintaining and where necessary repairing relationships and a focus on longer term planning.
- Counselling.
- Conflict resolution.
- Other reasonable interventions as identified by the young person, with the aim of making homelessness rare, brief and non-recurring.

The TAtT Manager will supervise and support TAtT staff and provide a service for young people and their families in accordance with the Service Level Agreement.

DUTIES & RESPONSIBILITIES

1. Line manage, supervise and support TAT staff, implementing and maintaining TGP Cymru's policies and procedures.
2. Convene practitioner and team meetings and ensure that effective communication systems are in place.
3. Carry out the function of Appointing Manager when necessary in the recruitment of staff in accordance with TGP Cymru's recruitment and selection policies and procedures.
4. Carry out induction, supervision and appraisal of TAT staff in conjunction with TGP Cymru's policies and procedures.
5. Assume responsibility for the day to day operation and monitoring of the service budget and assist the Director of Family Services in the preparation of annual budgets.
6. Ensure that the financial and administrative systems are carried out in accordance with TGP Cymru's policies and procedures.
7. Ensure that equality of opportunity and anti-discriminatory practice is maintained, and that TGP Cymru's standards in this respect are applied.
8. Work in partnership with young people ensuring their voice is central to the process.
9. Assist the Director of Family Services to assess the Service's outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.
10. Ensure that Safeguarding concerns which arise are identified and appropriate decisions are made regarding risk assessment and referral to Social Services.
11. Ensure that Interventions are managed within their agreed allocation.
12. Comply with the Service's financial and administration systems in accordance with TGP Cymru's policies and procedures.
13. Ensure that records are kept in accordance with TGP Cymru's policies and procedures on recording, data management and safeguarding.
14. Maintain confidentiality in respect of the information from service users and professionals in line with TGP Cymru policies
15. Liaise with referrers
16. Network appropriately within the community
17. Work collaboratively with colleagues.
18. Accept referrals in line with agreed criteria.
19. Explain to young people how the service could assist with their issues/difficulties and seek their consent to a referral.
20. Identify who should be involved.
21. Prepare / Encourage / Support / Enable young people, family members and professionals to engage and achieve the desired outcomes using a variety of methodologies including Restorative Approaches, Conflict Resolution and Family Group Meetings.
22. Raise awareness, understanding and enthusiasm for the Service's work, amongst relevant professionals.
23. Liaise and negotiate with relevant professionals to ensure that roles, responsibilities, expectations and contributions are clearly organised, understood and acted upon.
24. Such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.

WORKING CONDITIONS

17.5 hours per week

Some work outside of office hours is necessary requiring a flexible approach to the working week. Occasional weekend work and occasional overnight stays to attend training / conferences /events or similar may be required

Travel to various locations requiring a full driving licence and access to transport

Core competencies (Applicable to all staff)**Communicating Effectively:**

Expresses information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared

Respecting Individual and Cultural Differences:

Demonstrates the ability to work constructively with people of all cultures gender and backgrounds

Showing Team Spirit:

Develops effective relationships with colleagues and team members within and across the organisation

Managing Yourself:

Manages own behavior in a self-reflective manner and seeks opportunities for continuous learning and professional growth

Producing Results:

Produces quality results in a service-oriented and timely manner and is committed to deliver agreed outcomes

Embracing Change:

Is open to new approaches and ideas, responds positively to change and adapts quickly to new situations

PERSON SPECIFICATION

(Specific to this role)

*When completing your application form, please ensure you include evidence of how you meet **all** the **essential** criteria/requirements outlined. If you meet any of the desirable requirements, please also include evidence of this. Before completing the application form, you should ensure you read:-*

**'Guidelines for completing the application form'*

**'Guidance on writing competency statements for a job application'*

REQUIREMENTS:	ESSENTIAL/ DESIRABLE	HOW MEASURED Application Form (A) Interview (I) Documentation (D) Test (T)
<p>Experience</p> <ul style="list-style-type: none"> • Work with children, young people and families in complex situations using a strength based approach • Management and supervision of staff • Project / service management and development • Budget and Financial management 	E E E E	A-I A-I A-I A-I
<p>Skills, Knowledge and Understanding</p> <ul style="list-style-type: none"> • Management and leadership • Families and relationships • Homelessness and care leavers • Family Group Meetings / Restorative practice / Conflict Resolution • Safeguarding 	E E E E E	A-I A-I A-I A-I A-I
<p>Qualifications</p> <p>A professional qualification in social work, youth and community work or related discipline such as Health and Education.</p> <p>Management Qualification or willingness to work towards one</p>	D E	A-D A-D
<p>Other</p> <p>The ability to speak Welsh</p> <p>Full Driving Licence</p>	D E	A A

APPENDIX 1 – TAtT Manager

Essential Criteria

<p>The following experience criteria are essential for the post. You should evidence how you meet the criteria indicated in the right hand column when answering. The questions on the Application Form.</p>	
	<p>We are looking for evidence of your experience in:</p>
<p>A. Experience</p>	<ul style="list-style-type: none"> • Work with children, young people and families in complex situations using a strength based approach • Management and supervision of staff • Project / service management & development • Budget and financial management
	<p>We are looking for evidence of what you know and understand about-</p>
<p>B. Skills, Knowledge and Understanding</p>	<ul style="list-style-type: none"> • Management and leadership • Families and relationships • Homelessness and care leavers • Family Group Meetings / Restorative Practice • Safeguarding