

Role Profile

Common Points for all roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role Title: Rapid Rehousing and Tenancy Support Team Leader

Department: Housing First, Rapid Rehousing, and Tenancy Support Services

Objective: To lead Cork Simon's delivery of Rapid Rehousing and Tenancy Support Services.

Key Areas of Responsibility:

This Team Leader role has responsibility for the direction, support, and operational coordination of Cork Simon staff on the Rapid Rehousing and Tenancy Support Teams. These teams work to identify and facilitate access to housing exits for people experiencing homelessness, and then to provide visiting support to people in their tenancies, at the level appropriate to their needs, wishes and goals, to prevent tenancy breakdown and return to homelessness.

Key Priorities for the Rapid Rehousing and Tenancy Support Team Leader

Lead the team in the development and reconfiguration of Housing Support Services as required

- Work with the Head of Housing First, Rapid Rehousing, and Tenancy Support Services to develop services to:
 - Support people experiencing homelessness, rough sleeping or at immediate risk of homelessness to avoid the need to stay in Emergency Shelter [diversion] or to move out of Emergency Shelter as quickly as possible, by supporting them to identify viable housing exits and navigate the relevant systems to access housing.
 - Facilitate Case Managers and Key Workers on the team to provide an appropriate level of visiting support to people recently housed following homelessness, to support them to develop

independent living skills, integrate into the community, and prevent tenancy breakdown / return to homelessness.

- Work with voluntary and statutory partners, including housing providers such as Galtan (other AHB's) and Cork City Council, to create and foster partnerships in the allocation of housing units and the appropriate support of tenants.
- Ensure that services provided through the Rapid Rehousing and Tenancy Support team are consistent with Cork, South West Region and South East Simon's values and principles, including Housing First / Housing Led philosophy; Harm Reduction; Trauma Informed Care; Recovery Orientated, Client Led Care and Support Planning, via Cork / Kerry Case Management Protocols.

Supervision and support of the Rapid Rehousing and Tenancy Support Team

- Ensure that procedures and practices within identified areas of responsibility are consistent with Simon Community ethos, values, Community Plan, and policies and procedures.
- Supervision of Rapid Rehousing and Tenancy Support staff, including identifying and planning around training needs, ensuring completion of priority one trainings, providing support and direction. Identify areas of training to enhance staff development and ensure greater responses to the needs of service participants.
- Address any performance or practice issues that arise among staff members or volunteers reporting to you or working within your area of responsibility, liaising as appropriate with the Head of Housing First, Rapid Rehousing and Tenancy Support and with colleagues in the HR Department.
- Facilitate regular team meetings and encourage positive collaborative problem solving and development of the service. To foster strengths based, solution focussed and person centred approaches with staff and service participants.
- Promote the principles of Trauma Informed Practice and Self Care amongst all service staff, including awareness of direct and vicarious trauma as experienced by members of the staff team.
- Provide debriefing and access to agreed internal and external supports for staff as a matter of course in their day to day work, and particularly following critical incidents and experiences of direct or vicarious trauma.
- Participate in recruitment and induction of staff, volunteers and students for own area of responsibility and other services.
- Ensure staff are trained adequately to daily record relevant information on PASS & InForm.
- Ensure staff are compliant with NQSF National Quality Standards Framework.
- Ensure RRTS Team is not operating in a silo and is working cross departments with the other CSC Strands.

Service Participant Centred Support:

- Foster a service participant – centred and client-led approach in the engagement of the staff team around support plans, shared care, harm reduction measures, addressing health and addiction issues and setting goals for recovery and social integration.
- Foster a culture of respect and recovery and ensure that the work practice of the team reflects this culture.
- Ensure that service participants have a voice in decisions and recourse to complaints and appeals
- Act as an advocate with external agencies and statutory bodies where necessary

Communications, Record Keeping, and Positive Stakeholder Relationships

- Ensure appropriate and regular communication with the Head of Housing First, Rapid Rehousing and Tenancy Support, making him/her aware in a timely manner of any interagency issues, third party or neighbour concerns, barriers or threats to the meeting of targets, impending tenancy breakdown, or other significant developments.
- Ensure that records are kept up to date and accessible for reports and monitoring, including own and team's use of internal and external databases including InForm, PASS, and ViClarity.

- Produce regular reports on progress toward targets at the request of the Head of Housing First, Rapid Rehousing and Tenancy Support; and/or at the request of statutory and voluntary funders such as Local Authorities, HSE, the Department of Housing & internal re: CSC LST & Fundraising & Communications depots.
- Establish and maintain positive peer-level relationships with colleagues in other NGOs and housing providers, the Local Authorities of Cork City, Cork County, and Kerry County Councils, and HSE Social Inclusion. Work collaboratively to ensure partnership and coordinated support for service participants.
- Lead the services within your area of responsibility in ensuring that they meet all required standards, e.g. National Quality Standards Framework (NQS).
- Ensure that the recording and sharing of information is within GDPR compliance.
- Ensure attendance at MDT OMT Meetings.
- Maintain, develop and promote positive relationships with AHB partners such as Galton, Cooperative Housing, Tuath Housing, Focus, Cluid, Sophia Housing, McVerry Trust, NGO partners and positive relationships with statutory stakeholders.
- To ensure representation at Cork City Council HAT Housing Action/ Allocation Team Meetings and consequently allocation meetings with Cork City Council.

Teamwork and Leadership across Cork, South West Region and South East Simon

As part of the management structure of the organisation, the post holder is expected to work collaboratively and supportively with other Team Leaders, Heads of Department, and the Director of Services, as well as with colleagues across all Departments and functions of the organisation. Particular areas of partnership and collaboration will include:

- Working closely with the Property Asset Manager, Tenancy Management Team Leader, and Housing Officers to identify and address any health and safety or tenancy issues, ensure that Cork Simon meets legal obligations to tenants and third parties, and to prevent tenancy breakdown wherever possible.
- Engage proactively in peer support with other Team Leaders across the organisation, providing support and direction to other teams when requested, particularly during another TL's absence, and participate actively in TL-led working groups including but not limited to:
 - New presentations and diversion
 - Social Integration and Participation
 - Trauma Informed Care
 - Meeting the Needs of Women in Services
 - Home for Health
 - Case Management Stakeholders Committee
 - Team Leader Cross Departmental Working Group re: referrals, understanding & facilitating each other depts & understanding of processes.
 - Attend COP Training.
- In particular, work in partnership with the South West Housing First Team Leader to coordinate support to all teams within the Housing First, Rapid Rehousing and Tenancy Support Department.
- Ensure familiarity with the South East Services team, and in particular the Homelessness Prevention and Tenancy Support service, in order to share learning and support.
- Provide the Fundraising Team with statistics and information, facilitating requests for meetings or presentations to donors, and complying with any other requests to support the ongoing resourcing of the organisation through fundraising efforts.
- Participate as requested in the Campaigning and Communications activities of the organisation.
- Ensure weekly reports to the Head of the Dept. comprising of statistical information re: moves, incidents, data recorded / monitored in PASS / InForm, Health & Safety Issues, assessments, key working and care plans. And weekly / quarterly KPI's re; moves, breakdowns, Hat referrals, Housing Applications, vacancies & internal / external moves.

Health & Safety

- Ensure own and team's familiarity and compliance with Health and Safety policies and procedures including Lone Working and Including People Safely
- Ensure appropriate use of risk assessment and risk management tools
- Participate in courses pertaining to Health & Safety, Fire Safety, Infectious Disease Control, Manual Handling and other priority training and ensure that all team members undertake these and other priority training required of them
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork and South East Simon Community
- Comply with all health & safety standards and work with due regard to their own safety and the safety of others.
- In conjunction with colleagues in Property Asset department, support Housing Officers and Maintenance staff in ensuring regular health and safety checks of all units owned or operated by Cork and South East Simon, and the timely resolution of any issues posing a health and safety risk.
- Ensure that all team members are familiar with and appropriately trained in the use of fire safety equipment, and that any deficiencies in the availability or condition of fire safety equipment noted during home visits are addressed as quickly as possible and flagged to the property asset department.

Admin / Finance / Record keeping :

- Ensure the management of cash handling, account for petty cash, receipts, donations received, rents, etc.
- Ensure all staff maintain high standards of records on internal and interagency databases and information systems (e.g. InForm; PASS; ViClarity)
- Participate in the budgeting process, work within budgets and liaise with the Finance and Administration Office as appropriate.
- Oversee use of petty cash, purchases for the service or for service users, and employee mileage and expense reimbursement. Compile and prepare documents for approval by the Head of Housing First, Rapid Rehousing and Tenancy Support Services.
- Maintain accurate time sheets for self and team.
- Provide reports or relevant information as required / requested by Head of Housing First, Rapid Rehousing, and Tenancy Support, to support reporting to local and national funding and monitoring stakeholders.

Key Performance indicators

Services:

- Meet KPIs and targets set out in Service Level Agreements, Memoranda of Understanding, and Cork, South West Region and South East Simon Community Plan
- Positive service participant feedback
- Evaluation of qualitative improvements in service participant's health and social indexes such as physical and mental health, well-being, substance reduction, social participation and community integration.
- Satisfactory tenancy sustainment rate in line with best practice in Housing First and Tenancy Support services
- Compliance with standards including NQSF, Housing First Fidelity, and RTB requirements
- Positive staff team feedback
- Culture of respect among the staff team
- Positive problem solving and management of challenging issues that arise, including appropriate engagement with own line manager and with colleagues across the organisation where required.
- Timely and competent completion of reports

Supervisor: Head of Housing First, Rapid Rehousing and Tenancy Support

Rapid Rehousing and Tenancy Support Team Leader Personal Specification

Eligibility Criteria – Qualifications

Possess a Bachelors degree (Ord) in Social Care Practice (Level 7 on the QQI framework)

Or

Possess a Bachelors degree (Hons) in Social Care Practice (Level 8 on the QQI framework)

Or

Possess an equivalent qualification (A relevant third level qualification & minimum of 3 years work experience in social care, mental health services, or youth & community work, or homelessness services or addiction services)

And or a

Minimum of 3 years' experience in a managerial role in a similar environment

With

- Significant experience in managing and/or delivering a complex service as relevant to this role.
 - Significant operational experience in managing and delivering change in a complex environment, as relevant to the role.
 - Experience of managing and working collaboratively with multiple internal and external stakeholders, as relevant to the role.
 - Experience of managing a team
 - The requisite knowledge and ability (including a high standard of suitability, and managerial ability) for the proper discharge of the duties of the office.
 - Full clean driving licence with access to a car.
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Professional Knowledge/Experience Skills & Competencies

Demonstrate:

- Knowledge and understanding of the Homelessness, Mental Health, Substance Misuse & vulnerable marginalise persons
- A knowledge and understanding of service planning, performance monitoring and Quality Assurance.
- Knowledge and understanding of Data Protection and Freedom of Information legislation
- Knowledge and understanding of key National Homeless and Health policies
- Knowledge of HR policies and procedures
- Strong report writing skills
- Knowledge and experience of using an email system effectively e.g. Outlook, Excellent MS Office skills to include, Word, Excel and PowerPoint

Critical Analysis & Decision Making

Demonstrate:

- The ability to evaluate complex information from a variety of sources and make effective decisions.
- Effective problem solving skills, including the ability to anticipate problems and recognise when to involve other parties (at the appropriate time and level).
- The ability to rapidly assimilate and analyse complex information, considering the impact of decisions before taking action and anticipating challenges.

- Makes evidence based timely decisions and stands by those decisions as required.
- Reviews evidence on an ongoing basis to ensure that previous decisions continue to be evidence based.
- Knowledge of evidence based research and best practice approaches in the field and ability to design, implement, develop, sustain & review strategies.

Operational Excellence - Managing & Delivering Results

Demonstrate:

- A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
- Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money
- Strong evidence of excellent financial planning and expenditure management
- Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion
- The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment.
- A capacity to operate successfully in a challenging operational environment while adhering to quality standards.
- Ability to seek and seize opportunities beneficial to achieving organisation goals and strives to improve service delivery.
- Have a strong results focus and ability to achieve results through cross departmental working.

Teamwork, Leadership & Building and Maintaining Relationships

Demonstrate:

- Effective leadership in a challenging and busy environment including a track record of innovation / improvements.
- The ability to work both independently and as part of a team.
- The ability to build and maintain relationships in working as part of a multi-disciplinary and multi-stakeholder environment.
- The ability to lead, direct and influence others, in partnership, with a wide variety of stakeholders in a complex and changing environment.
- A capacity to inspire teams to the confident delivery of excellent services.
- A vision in relation to what changes are required to achieve immediate and long term organisational objectives.
- Evidence of being a positive agent of change and performance improvement.
- Experience in team management and development.

Communication & Interpersonal Skills

Demonstrate:

- Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups
- Excellent report writing and documentation skills including the ability to present information in a confident, logical and convincing manner
- A capacity to influence and negotiate ensuring delivery on stretched objectives
- The ability to interact in a professional manner with other Health staff and other key stakeholders

Commitment to a Quality Service

Demonstrate:

- Evidence of interest and passion in engaging with and delivering on better outcomes for service users
- An ability to cope with competing demands without a diminution of performance
- Demonstrably identifies with and is committed to the core values of the HSE Social Inclusion & National Standards for Homeless Services and places a high emphasis on achieving standards of excellence.

Additional Information

Employer	Cork Simon Community
Job Title	Rapid Rehousing and Tenancy Support Team Leader
Contract	Permanent contract subject to 6-month probation period.
Number of hours/days per week	39 hours per week, Monday to Friday.
Salary	Starting salary is assessed according to experience. Maximum salary starting point is Point 2. Point 1: €52,709, Point 2: €53,836, Point 3: €54,966, Point 4: €58,003, Point 5: €59,178, Point 6: €60,347, Point 7: €61,531
Annual Leave	5 weeks annual leave per annum
Occupational Pension Scheme (Defined Contribution Scheme)	Compulsory membership on completion of 6 month's service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
Closing date for receipt of application forms	Sunday 11 May 2025