

Role Profile

Common Points for all Roles

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

- Encourage community members to participate in the community
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training
- Engage with the supervision model
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

Role Title: Day Team Leader - Andersons Quay Services

Department: Emergency Housing Oriented Services

Objective: To work as part of the management team within services and the leadership across the organisation, to direct and support the teams based within the Emergency Homeless Services strand, in order to support and implement the strategic aims of Cork Simon Community in a manner consistent with the values of the organisation, the legal and contractual requirements of statutory bodies, and the principles of harm reduction, trauma informed practice, and housing first orientation.

Key Areas of Responsibility

Services within Cork Simon Community are organised along three distinct but integrated strands, each managed by a Head of Service and a team of Team Leaders. While Heads of Service have lead responsibility for the planning and coordinating of the multiple services within their areas of responsibility, Team Leaders are the primary management presence at service delivery level, providing direction, organisation, and day to day support to staff teams, ensuring consistency of communication between management teams and front line staff. They also facilitate the monitoring and reporting required by internal and external stakeholders, and provide the key link between strategic and implementation.

As a member of the Emergency Homeless Services management team, this Team Leader role has lead responsibility at operational level for a designated service or services within the Emergency Homeless Services strand, as well as sharing responsibility with other Team Leaders and the Head of Emergency Homeless Services for the overall safe and effective running of the services.

Provide leadership and be the first line management point of contact to the Supported Temporary Accommodation (STA) services and other supported services based at Anderson's Quay. This role will take operational leadership responsibility for one or more of the following areas, as delegated by the Head of Emergency Homeless Services. Areas of responsibility may rotate among the Team Leader group on an agreed schedule, or may change as and when required to ensure the safe and effective continuity of services.

- **Short Term Accommodation (STA) Team Leaders– Daytime Operations:** Leadership of the Daytime Operations of accommodation services at Anderson's Quay, including the Emergency Shelter, Riverview, and Mill House. This includes rostering, supervision and line management of the Shelter Day Team and Case Managers.
- **Rough Sleeper Services Team Leader:** Leadership of the Outreach Team, Intake and Diversion and Day Services. This includes rostering, supervision and line management of these teams.

Team Leaders are also responsible for the promotion of an integrated approach between the emergency homeless services based at Andersons Quay, and other services and programmes provided by Cork Simon Community, including those under the services strands of Specialist Housing and Support Services; and Housing First, Rapid Rehousing and Tenancy Support Services.

As an organisation committed to responsiveness to the needs of people at risk of and experiencing homelessness, Cork and South East Simon regularly reviews and develops its strategy and community plan, and as such services and the roles within them are subject to change and develop. The post holder in this role will have a key role in the implementation and development of Housing Orientated Emergency Homeless Services, but may also be required to contribute to other service strands and departments.

Line Management responsibility and coordination of service delivery team

- Manage and organise the roster for the assigned area(s) of responsibility, ensuring adequate cover and making appropriate arrangements to facilitate staff leave and planned and unplanned absences.
- Ensure that procedures and practices within identified areas of responsibility are consistent with Simon Community ethos, values, Community Plan, and policies and procedures.
- Direct supervision of Project Worker grade staff, and others as appropriate, in your area of responsibility, including identifying and planning around training needs, appraisal and performance review, ensuring completion of priority one trainings, providing support and direction.
- 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 Emergency Homeless Services, the Director of Services, and colleagues in the HR Department.
- Facilitate regular team meetings and encourage positive collaborative problem solving and development of the service
- Ensure that all members of the team (staff and volunteers) have supportive line management and supervision from an appropriately skilled staff member at an appropriate level.
- 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 that all staff and volunteers are fully aware of all policies and procedures relating to the Anderson's Quay services and are kept up to date on any operational changes that impact on their work
- Ensure that issues of concern raised by staff and volunteers are promptly dealt with or escalated to the Head of Housing Orientated Emergency Homeless Services as appropriate.
- Participate in the HR processes for the team including recruitment, induction, training, mentoring, undertaking and documenting probationary reviews, appraisals etc.
- Liaise with the Volunteer Co-ordinator in relation to support for part-time and full-time volunteers and students
- Delegate work tasks to all team members and support them in their duties.
- Lead, facilitate and chair team meetings, debriefings and other relevant meetings as required
- Liaising with members of the AHIT multidisciplinary team when necessary, regarding operational issues arising while on duty.
- Support Project Workers or other relevant staff responsible for Day and Evening Shift Coordination to ensure smooth operation of services across shifts
- 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.

Manage Roster

- Organise the shift rota to ensure adequate staff cover for all services under area of responsibility
- Ensure effective and efficient handovers occur between shifts
- Ensure all staff are debriefed at the end of each shift
- With other Team Leaders, organise and co-ordinate shifts, holidays, breaks etc. so that staff and volunteers get to priority training, take regular breaks, get holidays on time etc.
- Work as part of the Anderson's Quay management team to ensure adequate support and direction to staff and volunteers across all shifts and areas of the service.
- Manage rota changes and changing requirements, liaising with casual relief staff for cover, and with colleagues across services to ensure adequate and safe staffing cover in your own area of responsibility and across services where called to assist in managing any shortages.

Service Participant Centred Support

- Foster a service participant – centred and client-led approach in the engagement of the staff team around addressing the immediate needs of service participants, and providing ongoing support toward support plans and housing access.
- Lead the team to work within the expectations of partner stakeholders such as HSE Social Inclusion and Cork City Council, with regard to use of agreed tools and approaches to assessment, support planning, record keeping and reporting
- Foster a trauma informed 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
- Ensure that services are delivered in such a way as to minimise harms and reduce risk. This includes delivery of drug and alcohol related harm reduction interventions.

- Motivate and lead the team to be flexible and adaptable to changing needs and profiles of service participants. Lead the team in a responsible and proactive way toward meeting those needs.
- Ensure a team focus on supporting service participants to move on from emergency accommodation as quickly as possible and to recognise and develop their recovery potential.
- Oversee the processes for initial contact and assessment and intake / admission to emergency and temporary accommodation.
- Uphold the low-threshold nature of the service and lead the team in working to manage the inclusion of people with more challenging presentations, with due regard to responsible risk management and health and safety requirements.
- Ensure that the intake processes are effective in exploring diversion opportunities with service participants.
- Liaise with the Local Authority run Accommodation Placement Service (APS) and with other providers to ensure a collaborative approach to identifying accommodation options for people who would otherwise sleep rough.
- Ensure that residents are aware of and encouraged to engage in the full range of services and supports provided by Cork Simon, and other local services as determined by their needs and goals.
- Ensure staff provide practical assistance and physical care where necessary e.g. help with showers and with managing their medication if they are unable to do so themselves
- Facilitate and chair, where required, meetings with residents and people using services
- Supervise the safe storage and recording of residents' property

Communications, Record Keeping, and Positive Stakeholder Relationships

- Ensure appropriate and regular communication with the Head of Housing Orientated Emergency Homeless Services, 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 Orientated Emergency Homeless Services; and/or at the request of statutory and voluntary funders such as Local Authorities, HSE, the Department of Housing.
- Establish and maintain positive peer-level relationships with colleagues in other NGOs and housing providers, treatment centres and addiction services. Work collaboratively to ensure partnership and coordinated support for service participants.
- Ensure positive working relationships with statutory funders and stakeholders such as the Local Authority and HSE Social Inclusion.
- Lead the services within your area of responsibility in ensuring that they meet all required standards, e.g. National Quality Standards Framework (NQS).
- Promote positive community relations and respond courteously and proactively to neighbour complaints and concerns. Participate in neighbourhood fora as agreed with others within the management structure.
- Ensure that regular neighbourhood / area checks are carried out, that service participants engaging in antisocial or disruptive behaviour are reminded of such behaviours' impact on the wider community and on the successful operation of the service, and that any debris or rubbish related to the presence of the service is safely removed from the area regularly.

Teamwork and Leadership across Cork 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:

- 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
- In particular, work in partnership with other Andersons Quay based Team Leaders and with the Head of Housing Orientated Emergency Homeless Services to facilitate the ongoing evaluation and review of the services within Andersons Quay, and the implementation of any changes that may be required to ensure residents welfare and empowerment; safe and sustainable working arrangements for staff and volunteers; compliance with NQSF or other requirements as directed by statutory stakeholders; responsible and sustainable use of statutory and fundraised income. This includes implementation as required to changes in staff rotas; volunteering arrangements; nomination and allocations procedures; and service focus and specialisation.
- Attend, participate and contribute to the OMG (Operational Management Group) meetings when on duty.
- 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 that any media queries, and any developments which may be expected to generate media interest, are referred at the earliest possible point to the Campaigns and Communications team.
- Carry out or participate in any other tasks which are reasonably requested by the Head of Housing Orientated Emergency Homeless Services or other management, for such purposes as problem solving, crisis management, meeting the needs of people reliant on the services, or providing leadership as part of the management structure of the organisation.

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
- Coordinate Fire evacuation drills and facilitate staff continued learning from same.
- Actively participate in on going promotion of all Fire Safety knowledge, awareness, procedures, training with staffing teams and as pertaining to relevant Fire Safety standards and legislation.
- 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.

Admin / Finance / Record keeping

- Oversee / generate relevant KPIs / reporting requirements both internally and externally for key stakeholders.
- Ensure appropriate of cash handling within areas of responsibility, including, accounting for petty cash, receipts, donations received, service users contributions, safe storage of service users' money, etc.
- Ensure that all staff maintain high standards of records on internal and interagency databases and information systems (e.g. InForm; PASS; ViClarity)
- Monitor, participate and ensure services based within areas of responsibility continue to work towards compliance with the NQSF framework via ViClarity.
- Participate in the budgeting process, work within budget 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 Orientated Emergency Homeless Services.
- Maintain accurate time sheets for self and team.
- Provide reports or relevant information as required / requested by Head of Housing Orientated Emergency Homeless Services, and support reporting to Director of Services and 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 and South East Simon Community Plan
- Demonstrated leadership in promoting a positive culture and environment for working and for service delivery
- Positive service participant feedback
- Compliance with standards including NQSF
- 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 Emergency Housing Oriented Services

Personal Specification – Day Team Leader Anderson’s Quay Services

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Cork Simon ethos, values, mission and services • Housing First principles and practice • Causes and Impact of Homelessness • Care Management • Good Care Practice, key working, case management, care planning • Approaches to issues related to alcohol and drug use, including harm reduction and treatment models • Social welfare system entitlements • Processes for accessing social housing and housing support entitlements • First Aid • Exit Routes out of homelessness • Knowledge of rights and entitlements of homeless persons and of the range of services and supports available 	<ul style="list-style-type: none"> • Health & Safety • Employment Legislation • Equal opportunities • Government Housing policy / strategy and legislation • Principles of Rapid Rehousing
Experience	<ul style="list-style-type: none"> • At least 2 years’ experience working in a homeless or social care environment. • At least 12 months supervisory experience • Working with people with drug, alcohol/mental health problems and associated illnesses • Working with people with complex physical, psychological and emotional needs • Work with challenging behaviour in appropriate and supportive way • Working with homeless people 	<ul style="list-style-type: none"> • Previous experience in a similar role • Experience of working in the Voluntary Sector • Key working and Case Management support to people in homeless services or related services.
Skills	<ul style="list-style-type: none"> • Leading and motivating a team • Organisational skills • Interview assessment skills • High Level of Communication & Interpersonal skills • Computer literacy • Good Written Skills, record keeping, report writing, statistics • Delegate appropriately • Listening skills • Advocacy skills • Managing Budgets • Managing rotas • Good boundaries • Staff supervision and support • First line management skills • Verbal and Written Communications 	<ul style="list-style-type: none"> • Relevant legislation and policy e.g. Freedom of Information Act. • Familiar with PASS

	<ul style="list-style-type: none"> • Problem solving and decision-making • Managing challenging behaviour and conflict resolution • Awareness of Trauma Informed Support and Psychologically informed environments • Meeting Facilitation • Recruitment practices including selection Interviewing • Data collection and analysis 	
Ability	<ul style="list-style-type: none"> • To empower and motivate people • To liaise positively with other agencies • To manage a busy & varied workload • To be flexible in working to meet the needs of service users, volunteers, staff and the goals of the organisation • Self-care • To work under pressure • To work on own initiative • To meet targets • To work within set budgets • To work as part of a team • To manage and motivate staff • To take direction • To represent Cork Simon to neighbours, homeless sector stakeholders and the wider community 	
Personal Attributes	<ul style="list-style-type: none"> • Positive attitude toward the aims of Cork Simon Community • Belief in a rights-based approach to housing • Belief in the ability of people with complex needs to maintain housing and move on from homelessness with the appropriate supports • Willingness to offer accommodation and support opportunities to the most excluded, through creative approaches, problem solving, and collaboration. Taking appropriate steps to safeguard others including colleagues, volunteers and service users. • Flexibility and teamwork across departments • Confidence • Patient & Sensitive • Mature Approach • High Tolerance Level • Assured Manner • Honesty & Integrity • Responsible, accountable, willing to learn and develop • Proactive and Assertive 	

	<ul style="list-style-type: none"> • Respectful and cordial interactions with service participants, colleagues of all positions and levels of responsibility, volunteers, neighbours, donors, and any other person interacted with in the capacity of representative of Cork Simon Community. 	
<p>Qualifications</p>	<ul style="list-style-type: none"> • Relevant third-level degree. Social work / Social Care or equivalent. 	<ul style="list-style-type: none"> • Certificate in Addiction Studies from MQI / Arbour House or equivalent OR qualification in Mental Health studies.

Additional Information

Job title	Day Team Leader - Andersons Quay Services
Vacancy	Permanent contract subject to a 6-month probation period.
Location	Emergency Housing Orientated Services, Anderson's Quay, Cork
Number of hours per week	39 hours per week
Normal Hours / Days per Week	8am – 5pm, Monday to Thursday and 8am - 4pm on Friday, with occasional evening and weekend work if required.
Breaks	Daily break(s) of 60 minutes (unpaid) in total
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 per annum pro rata
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:	5pm, Tuesday 11 March 2025