



## RECRUITMENT PACK

### **Role: Resident Support Team Leader**

**Salary:** £38,000

**Contract:** Full-time, permanent

**Location:** Bermondsey, London SE16 with travel to other sites in Southwark and Purley

**Reporting to:** Head of Housing

**Deadline for applications:** 8<sup>th</sup> October 2021 midday

(note: we are operating a rolling recruitment process and may contact, interview and make job offers to candidates in advance of the deadline)

### **United St Saviour's Charity**

United St Saviour's Charity (UStSC) has a 500 year history in Southwark but a very progressive outlook and big ambitions for the future. We have a proven track record of providing high quality homes and resident support services for the older people of Southwark in our almshouses in Bankside and Purley.

The charity is going through a period of change and growth. After years of planning, in early 2022 we will open a purpose-built and modern almshouse called Appleby Blue, comprising 59 beautifully designed homes and an all-ages community facility for Bermondsey. This will nearly double the number of residents we support and further embed our reputation in the borough.

We are now looking to recruit a Resident Support Team Leader to oversee the delivery of resident support services in each of the Charity's almshouses. We have developed a resident support model that seeks to maximise the well-being of residents by ensuring high quality care coordination, pastoral support, welfare support, and strong resident involvement in the almshouse, community facility and local neighbourhood. The purpose of this service is to support residents to live happy, purposeful and healthy lives, helping them to get any additional care and support as and when they need it.

This new and exciting position requires someone who really enjoys working face-to-face with a variety of people from all backgrounds, and is creative and passionate about making a difference to their lives. The role holder and their team will underpin the fundamental ethos of the charity which supports older people in leading happy, healthy, independent lives in a kind and caring community.

For more information about the charity see our website [www.ustsc.org.uk](http://www.ustsc.org.uk)

## **The Person We are Looking For**

We are looking for someone who is:

- Highly motivated to improve the lives of older people
- Approachable, flexible and caring
- Able to support and lead a small team
- A great communicator

And someone who has:

- Experience working with older people
- An understanding of the principles of personal wellbeing and is passionate to implement them.

## **What We Can Offer**

- A supportive workplace environment working for a small and dynamic charity
- The opportunity for you to join and contribute to our exciting journey – and make a real difference to lives in Southwark
- Continuous professional development through training and learning opportunities

## **Application Process**

To apply for these positions please email your CV with a covering letter to [jobs@ustsc.org.uk](mailto:jobs@ustsc.org.uk). You should outline your experience and how you meet the requirements of the Person Specification. Please keep your covering letter to no more than 3 pages (A4, standard margins, minimum font size 11pt).

In the current recruitment climate, we are operating a rolling recruitment process and may contact, interview and make offers to candidates in advance of the deadline of Midday 8<sup>th</sup> October 2021.

## **Disclosure and Barring**

This position involves working with vulnerable adults and the job offer will be subject to an Enhanced DBS and Barring List check

## **Equality, Diversity and Inclusion**

United St Saviour's Charity is committed to promoting equality, diversity and inclusion in everything we do. We strongly encourage applications from individuals with backgrounds that reflect the diversity of Southwark.

## **Data Protection**

Any personal data you provide (such as address, telephone number, employment history) will be used for recruitment purposes only, and only shared with individuals and organisations involved in the recruitment. Data will be stored securely: electronically (on UStSC's cloud-based IT system). Personal data related to unsuccessful applicants will be deleted six months after the end of the recruitment period unless agreed with the applicant.

## **JOB DESCRIPTION – Resident Support Team Leader**

<b>Salary:</b>	£38,000
<b>Contract terms:</b>	Permanent, Full Time
<b>Working hours:</b>	<b>37 hours</b>
<b>Reporting to:</b>	Head of Housing
<b>Responsible for:</b>	Resident Support Coordinators x 4
<b>Location:</b>	Bermondsey with travel to sites in Southwark and Purley

### **Summary and Purpose of Role:**

To deliver and oversee the resident support services in the Charity's almshouses. Resident support services include care coordination, pastoral and welfare support, and building a sense of community amongst residents and the local neighbourhood. The purpose of this service is to support each individual residents to enjoy the best possible quality of life helping them to get any additional care and support as and when they need it. The role holder and their team will underpin the fundamental ethos of the charity which supports older people in leading happy, healthy, independent lives in a caring community. As well as line managing four resident support co-ordinators the role holder will directly support a set number of residents based in Appleby Blue Almshouse, Bermondsey.

### **Key Tasks**

#### **Line management**

- a) To support and line manage the team of resident support staff in the Charity's three almshouses: Appleby Blue, Hoptons Gardens and St Saviour's Court, Purley.
- b) To take responsibility for ensuring services opening hours, during the week and at weekends, to maximise staff presence, visibility and availability in the almshouses.

#### **Support Independent living**

- a) To develop services that support residents to live independently as long as possible through understanding their individual needs and aspirations and tailoring services accordingly.
- b) To encourage residents to build their own networks, to manage their own self-care, and to stay as active as possible through comprehensive and bespoke support planning.
- c) To provide direct support to a set number of residents at Appleby Blue almshouse in Bermondsey.
- d) To develop relationships with a range of local agencies in Croydon and Southwark to allow residents to access support from the most appropriate service providers according to their individual needs, wishes and requirements.

#### **Managing Residency**

- a) To provide a 'first point of contact' housing management service to all residents by dealing with basic enquiries, repairs, payment or welfare benefit queries, neighbour issues and complaints.

- b) To escalate complex housing management issues to the Housing officer or Head of Housing if they cannot be resolved locally.
- c) Providing reports required by the Head of Housing in relation to incidents in the almshouse, anti-social behaviour or legal matters.
- d) To monitor and liaise with residents on any housing management matters which are being dealt with outside the almshouse.

### **Preventing Retreat**

- a) Encourage and help organise resident involvement activities/events that are accessible and inclusive, including parties, group trips, wellbeing activities and social events (Hoptons and Purley)
- b) Work with the Centre Manager to ensure maximum take up of activities by residents at Appleby Blue including input into the programme to meet the individual needs of almshouse residents.
- c) Help set up appropriate resident engagement mechanisms to obtain residents' view and feedback on services and help with future improvements.
- d) Encourage and develop the availability and use of technology in the almshouse to get as many residents as possible 'online' and confident with accessing online services.

### **Managing Safety**

- a) Oversee the implementation and compliance of health and safety and safeguarding policies and practices in residents' homes, and the almshouses generally.
- b) Oversee the systems to monitor and report repairs, cleaning and security issues for communal areas including the garden/grounds
- c) Ensure the almshouse teams and residents are fire aware and report any fire safety concerns, working with the Property Manager and external advisors.

### **Other**

- a) Work with onsite and remote researchers to facilitate their activities through resident liaison and organising meetings, communications and information as required.
- b) Co-ordinate regular meetings between all the Resident Support Team to ensure consistent services across the almshouses and productive team working.
- c) Any other duties commensurate with the position as directed by the CEO.

**PERSON SPECIFICATION**  
**Resident Support Team Leader**

	<b>Essential</b>	<b>Desirable</b>
Experience	Experience of working with older people in a housing, community or social/medical care setting.	Line management experience
		Experience in working in a sheltered, supported or similar housing setting.
		Basic housing management experience
Knowledge and skills	Highly focussed on the needs of older people	Knowledge of Southwark's resources especially the voluntary sector and resources for older people
	Able to support and lead a small team	Understanding of measuring wellbeing outcomes.
	Working understanding of the safeguarding of vulnerable adults	
	Strong administrative and organisational skills	
	Strong communication skills (written and verbal)	
	Excellent IT, numeracy and literacy skills	
Personal attributes	Friendly, approachable, flexible, kind and caring.	
	Driven to making people's lives better and working in a team to achieve this.	
	Innovative, creative and adaptable – a problem solver.	
	Organised and thorough with excellent attention to detail.	
	Able to plan and prioritise own workload to meet deadlines and targets.	