



Empowering people experiencing multiple barriers to achieve positive change

Job Description

Title of post:	Team Manager
Location:	Eldon Place, Bradford (On-site)
Responsible to:	Service Manager
Hours of Work:	37.5
Salary:	SCP 26 to 28 £36,394 to £38,426
Contract:	Permanent

Purpose of the Role

The Housing Support Team Manager is responsible for managing, supervising, and overseeing a multi-disciplinary team of Housing Support Coordinators delivering flexible, accessible, and person-centred housing-related support across the Bradford District. Working within a partnership between Waythrough and The Bridge Project, the postholder will provide leadership, operational management, and professional guidance to ensure high-quality, trauma-informed services that enable individuals with complex needs to sustain tenancies, increase independence, and improve wellbeing.

The role is accountable for service performance, quality assurance, staff development, stakeholder engagement, and contractual compliance, ensuring that support is delivered effectively and achieves positive outcomes for service users. The Housing Support Team Manager will foster collaborative working across partner agencies, promote continuous improvement, and support the development and growth of the service from its inception.

Key Duties and Responsibilities

- Oversee and take responsibility for the day to day running of designated projects and assist in the development of your service area, ensuring the relevant models are embedded in the service.
- Promote the work of your Service, liaise closely with other agencies and make effective links with services and facilities in the community and custodial settings to benefit service users.
- Develop and agree effective pathways and procedures across the service.
- Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and performance & development reviews (PDRs)/ supervisions.
- Audit staff and service targets against individual staff, service specifications and contractual targets.
- Achieve performance targets in conjunction with management through motivating and managing the team effectively.
- Develop and implement structured intervention-specific programmes designed to address homelessness.
- Liaise with other agencies involved with service users e.g. Social Services, Job Centre, Housing, Probation Service/NOMS Prison service and/or any other treatment provider or drug and alcohol services.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required
- Provide a high-quality service which is compliant with CQC standards.
- Assist in the development of effective systems for the monitoring and evaluation of the Service.
- Ensure safeguarding, serious untoward incidents and complaints and any other risks are managed in line with policy and communicated to the Service/Area Manager.
- Hold a small case load when needed (where relevant) to support service delivery to our clients
- Assist the Service/Area Manager in ensuring all reports to external stakeholders are timely, accurate and 100% compliant.
- Participate in the activities of the service by attending thematic and managers meetings and support any development work which may arise from these.
- Deputise for the Service/ Area Manager and provide ongoing service cover in the absence of other managers across the service.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- To promote, adhere to and live our workplace values.
- Keep abreast of policy and professional development within your area of professional expertise.
- Undertake continuing professional development including participating in clinical supervision, PDRs, and attending training as/when required.

Person Specification	Essential	Desirable
Qualifications	• Relevant Diploma or 3 Year experience working in similar setting	• Relevant professional qualification e.g., addiction studies, counselling, social work, therapeutic qualification (where relevant).
Experience	• 3 Years working in a leadership role. • Experience of working towards achieving individual and team objectives, targets and KPIs.	• Experience of managing staff performance, including management of formal disciplinary and grievance procedures.
Knowledge and Skills	• Proficient in Microsoft Outlook Office programmes. • Commitment to and understanding of equal opportunities and anti-discriminatory practices. • Ability to collate information and prepare reports to profile performance against set targets. • An understanding of the needs of a range of service users. • Ability to coach others into developing practice and enhance frontline delivery of interventions.	
Other attributes	• Willingness to undergo an Enhanced DBS • A full UK driving licence is essential and you will require business insurance	

Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.