**JOB PROFILE: Team Leader – Head Start/TeignCare**

**RESPONSIBLE TO:**  Independent Living Manager

**RESPONSIBLE FOR:** Head Start Advisers and TeignCare Installers

**PURPOSE:** To assist the Independent Living Manager in providing a high quality, customer focused and financially viable Tenancy Sustainment Service

To effectively research into, identify and develop the necessary service improvements needed to increase tenancy sustainment amongst our residents.

To consult with internal business partners and colleagues within the Assets, Development and Housing Services Team on business solutions and service improvements identified

To support the Independent Living Manager in developing the marketing strategy for TeignCare and HomeSure services

To support the Neighbourhood Services Manager, Income and Lettings Manager and Independent Living Manager in the development, implementation and ongoing evaluation of the Tenancy Sustainment Strategy.

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To directly supervise & manage the Headstart Advisors

To provide monthly reports detailing performance against the KPI’s within the Tenancy Sustainment Strategy taking steps to escalate and address barriers to success should they arise

 To oversee the home visiting service and maintain the adequacy and safety of accommodation throughout our area of operation.

 To work in positive partnership with a range of care and support providers.

 To work within the Company’s Equality and Diversity Policy and Health and Safety Policy, ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

**Scheme Management**

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| **1.** | In conjunction with the necessary agencies (DWP, Housing Benefit and Devon Home Choice) as well as Teign’s own in-house OT service, Lettings Team and Independent Living Manager develop eligibility criterion for Teign Housing’s sheltered housing stock and the Independent Living Service. |
| **2.** | Working across the four domains (digital inclusion, financial inclusion, health and wellbeing and positive participation) develop outcome focused, person-centred goal plans to be used across both the Independent Living Service and HomeSure service |
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| **3.** | Linking to the four domains, develop an assessment framework against which individual needs can be identified at the pre-tenancy interview. |
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| **4.** | Support the Independent Living Manager with the re-procurement of the telecare call handling service. |
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| **5.** | Lead on the review of existing telecare provision (portable and hard-wired systems) and present the necessary business cases, with recommendations (including costings and VFM/Quality arguments) to the Head of Housing Services. |
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| **6.** | Support the Independent Living Manager and Head of Service on reviewing the service offer extended to customers of both the TeignCare and Independent Living Service |
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| **7.** | Respond to emergencies on site during working hours and out of hours asdirected by the Housing Manager (Independent Living Service). |
| **8.****9.** | Support the Independent Living Manager in the delivery of key objectives within the Ageing Well Strategy.Undertake regular analysis on the call handling monitoring reports and promptly identify areas of concern which need addressing |
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| **10.** | **Supervising Staff** To carry out supervisory duties, including arranging cover and providing cover Where necessary, providing performance information and supporting ILAs with day to day queries and tasks. |

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Independent Living Manager or Head of Housing from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………