

Position Title	Team Leader	Reports to	Senior Operations Manager
Location: Covering mandated locations in Dyfed Powys & Swansea			

Overview

Are you looking to lead a frontline accommodation service that helps people involved with criminal justice services secure and sustain a safe home, reduce their risk of reoffending and build a more stable future. We are looking for an experienced, positive and solutions-focused leader who can inspire a team, strengthen partnerships and turn high-quality support into meaningful outcomes?

If you are an experienced, positive and solutions focused leader with a passion for preventing homelessness, reducing reoffending and supporting meaningful change in the lives of people involved with Criminal Justice services this could be the ideal role for you.

The Camau Accommodation service has been commissioned by Her Majesties Prison and Probation Service (HMPPS) and is delivered across Gwent, South Wales and Dyfed Powys. We offer support to individuals who have been allocated a Rehabilitation Activity Requirement as part of their Community Supervision Licence or Post Sentence Supervision.

For more information on our service click here > [Camau accommodation probation service - Forward Trust](#)

Change lives. Every day.

We are recruiting people who can bring their unique skills and experiences to help people break the cycles of addiction or crime and build positive, productive futures.

We believe and are committed to providing opportunities to all people including those with 'Lived Experience' we encourage applications from all background including those in recovery from addiction, co-dependency or gambling, have experience of previous offending or homelessness.

And in this role you will be able to make a real difference to people's lives.

What you will be doing

In this role you will be leading a team of Housing Interventions Workers in delivering Housing focused interventions to improve housing opportunities and play a key role in homelessness prevention for men on probation. In order to achieve sustainable housing outcomes you will ensure that a holistic assessment of need is completed with onward referrals to specialist services made for any identified need. You will work closely with Prison, Probation and housing colleagues working safely in line with Forward and Prison and Probation lone working procedures to achieve individual and team targets outlined by the Senior Operations Manager. Working closely with your Camau colleagues and prison and probation colleagues you will

capture, celebrate and share best practice and fully engage with enforcement and risk assessment processes to deliver a high-quality service focused on reducing reoffending.

You will be based in a Probation office in Swansea and work flexibly across the Dyfed Powys and Swansea Accommodation Services as part of a multidisciplinary team within Probation Commissioned Rehabilitative Services. The Camau team helps people serving community sentences, or custodial sentences of less than six months, to secure settled accommodation, sustain an existing home where it is at risk and overcome barriers that could lead to homelessness.

Team Leader's work alongside their Housing Intervention Workers (HIW) to assess and agree outcome focused action plans in response to referrals received from the Responsible Officer (Probation Practitioner - PP) providing advocacy, referral support, system navigation and delivering dedicated interventions to build independent living skills.

Services will be provided via face-to-face contact, telephone and virtual support. One to one and group delivery will be required in a variety of settings including but not limited to Probation, Prison system. You will also be managing a team of Housing Intervention Workers delivering interventions to adult male prison leavers and those on community orders within the Probation service.

Leadership and People Management

- Act as a positive role model during periods of change, including contract implementation, management transitions and the introduction of new ways of working, helping colleagues understand priorities and maintain consistent service delivery.
- Build productive relationships with colleagues in the Probation Delivery Unit to coordinate delivery, resolve operational issues and share relevant information. Draw on guidance and specialist support from your line manager and Head Office functions when required.
- Represent The Forward Trust at regular stakeholder meetings, building effective relationships with key partners and prison governors to strengthen coordination, address barriers and improve service delivery.
- Identify and support the development needs of direct reports through regular supervision, coaching and feedback, including quarterly line-management and probation reviews as a minimum.
- Ensure all interventions are delivered to the required standards by facilitating observed practice sessions, carrying out file checks and providing constructive feedback.
- Oversee caseload management so that clients are prioritised appropriately, contacted within required timescales and supported through coordinated reviews with relevant agencies.
- Motivate the team to ensure KPIs are met and take an active role in implementing and achieving them.
- Manage team performance and dynamics to maintain a positive working environment, working in conjunction with HR and the Senior Operations Manager; ensuring all concerns are escalated to Senior Operations Manager.
- Leading by example in self-care, including use of Wellbeing services.

Service Management

- Oversee and ensure effective management of the service.
- Compile the service rota and share with all colleagues in the team.
- Attend daily meetings and all case management meetings, as well as chair monthly team meetings.
- Lead on and encourage integrated ways of working with partners.
- Manage resources effectively in order to meet targets and deadlines in accordance with contractual standards.
- Undertake reviews and adaptation of service delivery model in conjunction with Service Manager to ensure service delivery and targets are met.
- Ensure that interventions are delivered in accordance with the needs of the service users, complying with internal process audits, continually ensuring that contractual obligations are met.
- Carry out risk and initial/comprehensive assessments, develop and maintain action planning and complete session and end of service reports.
- Maintain live records as per requirements of the Refer and Monitor system
- Complete reports as requested by line manager
- Build and maintain effective working relationships, communication and liaison with all stakeholders; including sign posting to relevant agencies to enhance POP access and support.
- Update the Refer and Monitor system daily with information indicating changes in risk including:
 - Non-attendance,
 - Poor engagement with activity.
 - Threatening behaviour.
- Developing and enhancing strategic links with a variety of community based services from all sectors.
- Map existing community services to improve access to them and identify gaps in provision.
- Develop a stakeholder strategy for engagement, identifying organisations that fall into each service delivery category or span multiple categories
- Continuously improve coordination of voluntary sector provision, including mapping services and joining them up, as well identifying gaps.
- Develop links to improve and enhance access to community services for clients
- Enhance the knowledge and access to voluntary sector support amongst people leaving prison and ex-offenders.

Quality and Safety

- Carry out regular service Quality Assurance audits, and develop action plans to ensure that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.

- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
- Risk identification and management, in liaison with Senior Operations Manager. Includes attending and participating in the quarterly Regional Governance meetings and updating the Risk Register and other SIP documentations.
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Senior Operations Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.

Administration

- Ensure case management/programme documentation is maintained to the expected audit standards.
- Monitor all data input to meet commissioner, prime contractor and reporting requirements via both authority and internal systems.

On a daily basis you will be allocating caseloads, managing a small number of complex cases, supporting and developing your team, and ensuring deadlines and performance and quality standards are met.

You will be responsible for delivering on performance targets set by Forward Trust and Commissioners. You will support the Senior Operations Manager to ensure data accuracy and data submission deadlines are met.

At times you will be the most senior representative available/on site and will be required to deputise for the Senior Operations Manager to ensure the smooth running of the service. You will be in a position of trust and building an excellent relationship with your manager will be a priority, as well as collaborative working relationships with partner agencies.

You will be responsible for adhering to the targets set by Forward and the local commissioners. Co-operative working relationships with other partner agencies and probation staff are vital to this role as you will lead in the partnership and engagement strategy for area you cover.

On occasions some flexibility will be required in this role which may include working evening hours with prior notice. You may also be required to attend our head office for training.

Compile data reports for Prime/Commissioner to evidence meeting contractual targets.

- Complete and maintain care plans and assessments to the required standards.

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by the Service Manager
- Some flexibility of delivery may be required within the role.

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Demonstrable experience in the management of teams, performance and development.	E	A/I
Genuine interest and experience in motivating and developing people	E	A/I
Experience in key relationship management both internally and externally	E	A
Knowledge and experience of implementing formal procedures and policies	E	A/I
Excellent problem solving and negotiation skills	E	A/I
Project and time management skills	E	A/I

Knowledge of the issues facing service users in the criminal justice sector.	E	A/I
Knowledge and experience of housing sector and its legislation	E	A/I
Demonstrable experience of managing high caseloads, carrying out risk/ comprehensive assessments, SMART action plans and effective case records	E	A/I
Experience of contract management, recruitment experience, and/or data management	D	A
Personal experience of addiction/imprisonment (Addicts in recovery should have at least 3 years clean time. Ex-prisoners should have been released at least 5 years ago).	D	A
Experience of working within the criminal justice sector	D	A
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	I
Adaptability – Can work in fast-paced changing environments	E	I
Confidence – Has confidence in own abilities, has good eye contact and	E	I

able to communicate clearly and concisely		
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	I
Qualification		
A qualification in Management at Level 3 or demonstrable experience in a comparable role	E	A/I