



Team Leader

Based in Canterbury. Salary £21,000 pa with potential for additional earnings in excess of £3,500 pa to cover sleep-in shifts.

Are you looking for a rewarding career supporting vulnerable young people in care to unlock their full potential?

Could you act as a positive role model, guiding our small team to offer structure, encouragement and emotional support for young people to develop key life skills and move towards independent living?

If you are a creative problem solver who is resilient, compassionate and empathetic - with experience working in this sector or similar - you may be the exceptional individual we need.

Get in touch with our team today to find out how you can make a difference.

About Willow House

Willow House is a small home which provides supportive accommodation for vulnerable Looked After young people in care, aged 16-25 years.

Situated near Canterbury city centre it accommodates a maximum of four people and is staffed 24 hours a day to allow for support to be given at a time that suits the young person.

Each young person has their own fully furnished bedroom and the home is decorated and furnished to a high standard. There is also a staff sleep-in room and office.

Our dedicated team at Willow House provide professional and personalised support of the highest standard, where the needs of each individual lie at the heart of everything we do.

At Diagrama our objective is always to provide the best possible care and support for those we work with. To enable us to achieve the highest standards we:

- Provide a house which young people can be proud of and feel able to invite family and friends to.
- Provide an environment in which young people can be encouraged to develop physically, psychologically, intellectually and socially.
- Provide the maximum opportunity for each young person to mature as an individual, develop their identity and accept responsibility for their actions.
- Provide ongoing training, support and guidance for all staff to enable them to support the young people to the best of their ability.

We deliver the above aims and objectives in a non-judgmental, non-punitive way engendering an ethos of care and mutual respect, aiming to encourage young people to become well balanced, positive and productive members of our society whilst working towards independence.



About the role

As Team Leader you will guide our small team of two support workers and bank staff to promote the independence of young people at all times.

This is a hands-on role - first and foremost you will encourage residents to care for themselves by offering a high level of emotional support and practical guidance in health and educational/employment issues and daily life activities such as cooking, budgeting and household tasks.

In this lone worker role you will adapt to the varying health and social needs of our young residents who come from a variety of challenging backgrounds.

You will develop a professional 'mentor' relationship with them, always keeping appropriate and transparent boundaries. You will also:

- encourage growth and self-confidence by working with residents to develop all aspects of life skills
- provide a supportive environment in which, with guidance, young people can assess themselves realistically and determine their own options.
- preserve and support the young person's links with their own community by working in partnership with them to



build positive relationships with parents, carers/those with parental responsibility.

- ensure residents' voices are heard and provide regular opportunities for young people to feedback on our service
- Ensure paperwork, directives and policies are implemented and thorough shift handovers carried out.
- prepare for and attend reviews and assessments of residents by outside agencies (i.e. social services)
- Line manage our small team of staff, providing regular ongoing supervision, overseeing inductions, shadow training and rota management.
- As our service grows, assist other team leaders when required and attend meetings/conferences, provide on call telephone support as required.
- provide support for activities and undertake other duties as required, such as the cleaning and safety of the home.

Your qualities

You are a creative problem solver with core values of empathy, patience and compassion. Resilient, trustworthy and caring, you have the ability to work well both leading a team and autonomously in meeting residents' needs.

Your skills and competencies align to Diagrama's values and you have relevant qualifications up to and including a degree for example, in health and social care, social work, psychology or youth work.

You will have previous experience within this sector or have transferable skills from a similar field.

You are a skilled verbal and written communicator, and have good IT skills.

We operate a 24/7, 52-week service, working an average 40-hour week plus 7 sleep-ins over a 3-week rotating roster.

Why work for Diagrama?

Diagrama is a charity which has supported vulnerable children, young people, adults and families around the world for almost 30 years.

Our aim is simple - we want a better, more equal society, one that cares for those less fortunate and ensures no-one is excluded. Dedication, innovation and education lie at the core of all our work, with the needs of the individual at the heart of everything we do.

Every member of our team plays a vital role in our journey and is encouraged to help shape it along the way. And we're never afraid to try something new - that's how we learn and get closer to achieving our aims.

www.diagramafoundation.org.uk



'It's a privilege to support Willow House residents and play such a pivotal role in their progression. I love the variety - every day is always very different.'

- Andy

Your benefits

You can enjoy a full and varied career with the Diagrama Foundation.

Your benefits package includes:

- Payment for sleep ins (average 7 sleep in per 3 week rota will increase earnings up to £3.5k pa)
- 6.6 weeks' annual leave (pro rata) including bank holidays
- Simply Health medical support



How to apply

If you are interested in this role please can you send your CV to hr@diagrama.org

If you would like to learn more about the role please contact Operations Manager Andy Smith on 07546 517724.

Candidates invited for interview will be sent an application pack to complete and bring with them.

Diagrama Foundation is committed to ensuring the safety of our vulnerable people is upheld at all times, therefore all positions require an enhanced disclosure and satisfactory references.

Diagrama is an Equal Opportunities employer. As an employee you will be expected to demonstrate the same commitment and ensure non-discriminatory practices, and follow our policies and procedures, as well as attending all mandatory training.