JOB DESCRIPTION

Job Title:	Service Manager
Service / Department:	Surrey Women's Services
Reports To:	Regional Manager
Responsible For:	Mulberry House and Swan House Team Members
DBS Check:	Enhanced with Adult and Child Barring List

Job Purpose:

Responsible for developing and managing Mulberry House and Swan House to ensure the residents living there receive a range of high-quality housing, support and personal development opportunities.

Surrey Women's Service comprises:

- Mulberry House - a supported housing service for single women aged 18 and over.
- Swan House - a domestic abuse refuge.

Working in a way that embraces advantaged thinking, trauma informed and psychologically informed environment approaches, the role is responsible for ensuring that the service complies with any commissioned contract requirements

Key relationships

- Reporting to the Regional Manager supported housing (London and South East)
- Other departments, managers and staff team
- Commissioning bodies, funders, delivery partners

Main Duties and Responsibilities:

- **Service Delivery**

  To ensure that all residents and other users of Mulberry House and Swan House receive the best possible service.

  To provide the female survivors of domestic abuse at Swan House with high levels of specialist support needed to maintain their accommodation in refuge and to move on to independence after 6 months

  To provide the female residents of Mulberry House with high levels of support needed to maintain their accommodation in the service and to support them in the preparation for move on to independence within 2 years

  Oversee the effective and asset-based delivery of the service to ensure the residents living at the scheme are safe, secure and provided with a range of person-centred learning and development opportunities to develop their skills and enable them to reach their potential.

  Develop and maintain positive relationships with key stakeholders including partner agencies, local authorities, commissioners, and funders to ensure the future of the service. This will include attending multi service meetings, delivery of presentations to internal/external groups and optimising opportunities to raise a positive reputation within the community.

  To ensure that any instances of anti-social behaviour are dealt with efficiently and effectively and that a range of preventative work is undertaken to combat and prevent ASB within the local community.

- **Service Development**
  Work closely with the Bid Manager to maximise income for the service including leading on bids for external grant income and charitable support from local and national agencies to facilitate the delivery of additional projects within the scheme.
  Be responsible for developing the quality of the service in line with the requirements of local commissioners (Adult Social Care and Safer Communities),
  Develop and maintain a range of links with local employers, The Employment Service and others to secure work experience placements, job interviews, jobs and employer participation in job search.
  To keep up to date with relevant changes in legislation, policy and practice, related to the effective management of the scheme.

- **Financial Management and Performance**
  To be responsible for managing budgets and ensuring the teamwork within Salvation Army Homes financial procedures.
  The service will operate with two budgets; one for Swan House and one for Mulberry House
  To be responsible for ensuring that Salvation Army Homes' housing management functions are carried out effectively, including health and safety requirements, keeping voids to a minimum and ensuring maximum collection of rents and other charges.
  Monitor the performance of the service and ensuring operational KPI's, objectives and outcomes are set, recorded and reported in a timely manner.

- **Staff Management**
  Line management and recruitment of a multi-disciplinary team offering 24-hour staffing of Mulberry House and the Monday to Friday staff rota at Swan House.
  Responsibility for ensuring the scheme is covered 24 hours a day and take part in a paid, on call rota as part of Salvation Army Home's on-call management rota.
  The role is expected to propose possible restructures for further integration of the two Houses.

- **Volunteers**
  To establish effective links with the local community and voluntary agencies to establish support for the scheme.
  Recruit and ensure training is provided for a range of volunteer roles including the facilitation and support of a programme for student placements within the service.

- **General**
  To be aware of relevant legislation, policy and benefits affecting young people who are unemployed, in training or further education, on a low income or homeless or who have significant support needs.
  To deal with any other tasks commensurate to the need of the foyer, as required.

General Duties:

- Diversity - To promote and implement the Association's diversity policy in all aspects of work and in dealings with outside bodies.

- Health & Safety - To carry out the post holder's responsibility in relation to Health & Safety.
- Safeguarding.

PERSON SPECIFICATION

Strengths:

- Strong organisational and communication skills.
- Ability to deal with emergency situations calmly and sensitively.
- Managing, leading, and developing a muti-disciplinary team.
- Adapts to different people and personalities, able to liaise with and develop good relationships with colleagues and stakeholders.
- Pro-active and self-motivated with ability to adapt to a rapidly changing environment.
- Works in a solution-focused way.

Essential Requirements:

- Knowledge of policies & procedures when working with young people.
- Experience of meeting quality assurance framework standards.
- Experience of safeguarding and promoting welfare of young people and vulnerable adults.
- Experience of managing a multi-disciplinary team.
- Flexibility in working hours that may mean evening and/or weekend work.
- Willingness to work towards level 4 CIH Housing qualification or relevant professional qualification in line with industry regulations.

Desirable to the role:

- Full UK Driving License & use of a vehicle.
- Knowledge of Refuge and/or Supported Housing.
- Is knowledgeable about a range of interventions and approaches that enable positive outcomes for young people.
- Proven ability to work, engage and relate well with residents aged 18+ and/or survivors of domestic is desirable.
- Additional relevant qualifications or experience.

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	**Servant Leadership** — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	**Passion** — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	**Inclusion** — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	**Respect** —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	**Empowerment** — we have trust	Have we given the right context to our message? Has our communication been story-driven?