

JOB DESCRIPTION

Job Title:	Service Manager
Service / Department:	Calverley Hill
Reports To:	Regional Manager
Responsible For:	Team Members
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

Responsible for developing and managing the 16/17-year-old children, young people and young parents housing support service at Calverley Hill to ensure the young people living there receive a range of high-quality housing, support and personal development opportunities.

Working in a way that embraces advantaged thinking approaches, the role is responsible for ensuring that the service complies with any organisational and any future commissioned contract requirements.

Key relationships:

Reporting to the Regional Manager supported housing (London and SE)

Other departments, managers and staff team

Commissioning bodies, funders, delivery partners

Main Duties and Responsibilities:

- Provide individual service users with the best possible comprehensive supported housing service whilst operating a psychologically informed environment.
- To ensure that all 16/17 yr. old children, young people, young parents and other users of Calverley Hill receive the best possible service.
- Oversee the effective and asset-based delivery of the services to ensure the residents living there 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.
- Work closely with the Regional Manager and Bid Manager to maximise income for Calverley Hill 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 services.
- To ready the service for the delivery of OFSTED regulatory standards in respect of 16/17 year Looked After Children
- Be responsible for developing the quality of the services in line with the requirements of local commissioners and OFSTED.
- 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.
- Be responsible for managing budgets and ensuring the teamwork within Salvation Army Homes financial procedures.
- 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.
- Line management and recruitment of a small team offering 24- hour staffing of Calverley Hill.
- Responsibility for ensuring the service 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.
- 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
- 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 services, as required.
- 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 - To implement and promote the Safeguarding policies and procedures in all aspects of work
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Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to participate in the shift rolling rota system over 7 days

Strengths:

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

Essential Requirements:

- Knowledge of policies & procedures when working with young people and 16/17 yr. old LAC
- Experience of managing a multi-disciplinary team
- Experience of meeting quality assurance framework standards
- Flexibility in working hours that may mean evening and/or weekend work
- Subject to Enhanced Disclosure & Barring (DBS) Check including Child Barred List
- Willingness to work towards level 4 CIH Housing qualification or relevant professional qualification in line with industry regulations
- Experience of safeguarding and promoting welfare of young people and vulnerable adults

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups

Desirable to the role:

- Full UK Driving License & use of a vehicle
- Knowledgeable about a range of interventions and approaches that enable positive outcomes for young people
- Knowledge of Intensive Housing Management and Supported Housing
- Proven ability to work, engage and relate well with young people aged 16-25 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?