

## JOB DESCRIPTION

<b>Job Title:</b>	Service Manager
<b>Service / Department:</b>	Preston Foyer
<b>Reports To:</b>	Regional Manager – Supported Housing
<b>Responsible For:</b>	Service and Support Team
<b>DBS Check:</b>	Enhanced with Adult and Child

### **Job Purpose:**

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

Preston Foyer is based over 2 sites very close to the town centre and provides trauma informed, asset-based support in line with Foyer Federation principles of advantaged thinking.

The service provides 24-hour support to young people aged 16 – 25, including 16- and 17-year-old looked after children

The Service Manager is responsible for the development and operational management of the Foyer to ensure that our residents receive high-quality housing, support, and personal development opportunities tailored to their individual goals and aspirations.

The Service Manager will lead a psychologically and physically safe service that recognises the impact of trauma, promotes trust, choice and empowerment, and supports young people to achieve positive and sustainable outcomes.

Working in a way that embraces advantaged thinking and asset-based approaches, the role ensures compliance with commissioned contract requirements, internal standards, and relevant accreditations including Foyer Federation and OFSTED

### **Key Relationships**

Regional Manager – Supported Housing  
Assistant Regional Manager – Supported Housing  
Colleagues across departments and services  
Local authorities, commissioners, and partner agencies  
Funder and stakeholder representatives  
Community organisations and volunteers  
Employment and education providers  
Foyer Federation

## **Main duties and responsibilities:**

### **Service Delivery**

Build a relational and psychologically informed service culture that promotes trust, consistency, collaboration and resident voice, adapting support approaches to meet individual needs and reduce the risk of re-traumatisation.

Lead a safe, secure, trauma informed and empowering supported housing environment focused on outcomes such as independence, wellbeing, and personal development.

Embed trauma-informed principles across service delivery by promoting physical and emotional safety, trust, choice, collaboration, empowerment, and culturally responsive support in all interactions with residents.

Proactively build and maintain effective partnerships with key agencies and stakeholders to enhance the service's profile and impact.

Represent the service at multi-agency meetings and community forums.

Ensure approaches to preventing and responding to anti-social behaviour are proportionate, trauma-informed and restorative wherever possible, balancing accountability with support, safety and an understanding of underlying need or distress

### **Service Development**

Work with the Bid Manager and fundraising teams to identify and secure external funding to support innovation and enrichment activities.

Drive continuous improvement in line with sector best practice, commissioner expectations, and relevant accreditation standards (e.g., Foyer Federation, mental health frameworks).

Maintain strong community links with employers, training providers, and voluntary organisations to broaden resident opportunities (e.g., employment, apprenticeships, volunteering).

Remain updated on policy, legislation, and practice relevant to supported housing and mental health where applicable.

### **Financial Management and Performance**

Oversee service budgets, ensuring financial probity and alignment with Salvation Army Homes' financial procedures.

Maximise rent collection and minimise voids and arrears through effective tenancy management.

Monitor and report on service performance against KPIs, contracts, and strategic objectives in a timely and accurate manner.

### **Staff Management**

Provide reflective supervision and supportive leadership that promotes staff wellbeing, professional curiosity and learning, recognising the impact of trauma and the potential for vicarious trauma in frontline practice.

Lead recruitment, induction, performance management, and training of team members.

Participate in the out-of-hours on-call management rota (paid) to ensure 24/7 operational coverage and emergency response.

### **Volunteers**

Develop volunteer programmes and links with local educational providers for student placements.

Ensure effective recruitment, induction, and supervision of volunteers in line with service needs and safeguarding expectations.

### **General**

Maintain awareness of legislation, policy, and entitlements affecting young people and adults in supported housing.

Undertake any other reasonable duties that support the delivery of the service and organisational mission.

### **General Expectations**

**Diversity** – Promote and implement the organisation’s Equality, Diversity & Inclusion policy in all activities and relationships.

**Health & Safety** – Ensure safe working practices and compliance with health and safety policies.

**Safeguarding** – Uphold a strong safeguarding culture for both children and vulnerable adults in line with regulatory frameworks.

### **Related activities:**

To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

To 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
- Willingness to work towards Level 4 CIH Housing qualification or relevant professional qualifications in line with industry regulations

### **Aptitudes and Abilities:**

- Excellent organisational and communication skills
- Calm and sensitive approach to crisis/emergency situations
- Proven leadership of multi-disciplinary teams
- Confident relationship-building with diverse stakeholders
- Proactive, adaptive, and solution-focused mindset
- Demonstrates emotional intelligence and resilience

### **Experience and Interests:**

- Experience managing services supporting young people and/or adults with complex needs, including mental health or homelessness
- Strong knowledge of trauma-informed practice and strengths-based approaches in the delivery of supported housing services for young people with complex needs
- Strong understanding of safeguarding and quality assurance frameworks
- Experience of team leadership and service coordination
- Knowledge of relevant supported housing legislation, policies, and practices
- Flexible working availability (including evenings/weekends)
- Willingness to obtain (or already hold) a Level 4 CIH Housing qualification or relevant professional qualification

### **Desirable**

- Full UK Driving Licence and access to a vehicle
- Experience working in or managing Foyers or supported housing for young people
- Knowledge of mental health, trauma-informed practice, or asset-based support models
- Additional qualifications or training in housing, youth work, mental health, or social care

**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.

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