

## JOB DESCRIPTION

<b>Job Title:</b>	Service Manager (West Farm, Dorset)
<b>Service / Department:</b>	Supported Housing
<b>Reports To:</b>	Regional Manager
<b>Responsible For:</b>	Deputy manager, support team, tenancy sustainment officers, volunteers
<b>DBS Check:</b>	Enhanced with Adult and Child

### Purpose of role

Responsible for developing and managing the young people's supported housing services at West Farm and the training flats to ensure the young people living there receive a range of high-quality housing, support and personal development opportunities

Ensure that a supportive relationship is maintained with young people for up to 6 months after they have moved on from the service, ensuring any interventions are provided as required to support them in maintaining independent living

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

### Key relationships

- Reporting to the Regional Manager supported housing (Southwest)
- Other departments, managers and staff team
- Commissioning bodies, funders, delivery partners
- Foyer Federation

### Responsibilities

#### 1. Service Delivery

To ensure that all young people and other users of West Farm and the training flats receive the best possible service

Oversee the effective and asset-based delivery of the services to ensure the young people 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

## **2. Service Development**

Work closely with the Bid Manager to maximise income for West Farm and Merriweather 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.

Be responsible for developing the quality of the services in line with the requirements of local commissioners, and other key accreditation standards

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.

## **4. Financial Management and Performance**

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.

## **5. Staff Management**

Line management and recruitment of a multi-disciplinary team offering 24- hour staffing of West Farm

Responsibility for ensuring the services are 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.

## **6. 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

## **8. 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 services, as required.

## **GENERAL DUTIES**

- |                 |   |
|-----------------|---|
| 1) 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                                |

## Person Specification

### Strengths

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|--|---|
| 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

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|--|--|
| Knowledge of policies & procedures when working with young people                      | ✓ 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 incl 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 |  |

### Desirable to the role

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|---|---|
| Full UK Driving License & use of a vehicle      | ✓ Is knowledgeable about a range of interventions and approaches that enable positive outcomes for young people |
| Knowledge of Supported Housing for young people | ✓ Proven ability to work, engage and relate well with young people aged 16-25 is desirable                      |
|   | ✓ Additional relevant qualifications or experience  |

To ensure the service operates within the Associations safeguarding policy and procedures

Other duties

To carry out other duties commensurate with the post as required.

Legislation

To undertake all duties in accordance with legislation, regulatory guidance and good practice.

## PERSON SPECIFICATION

### Qualifications and Memberships – Desirable:

- Degree level education or equivalent professional qualification
- Hold or be prepared to work towards level 5 diploma/foundation degree in housing
- Safeguarding qualification

### Aptitudes and Abilities:

- Ability to lead, motivate and develop staff to their full potential, acting as a role model
- Evidence of commitment to continuous personal and professional development
- Ability to build strong working relationships internally and externally
- Practical understanding of equal opportunities issues and commitment to valuing inclusion and diversity
- Embraces innovation and welcomes robust challenge
- Takes a proactive, positive and performance focused approach
- Thinks strategically, risk aware and able to resolve complex problems
- Ability to lead, motivate and develop staff to their full potential, acting as a role model
- Ability to build strong working relationships internally and externally
- Practical understanding of equal opportunities issues and commitment to valuing inclusion and diversity
- Embraces innovation and welcomes robust challenge
- Takes a proactive, positive and performance focused approach

### Experience and Interests:

#### Knowledge:

- Supported Housing and the commissioning environment.
- Safeguarding best practice and statutory obligations

#### Experience:

- Successful track record in bidding for grant funding to enhance local service provision
- Project and contract management experience
- Managing financial information and data
- Building safety and compliance work and living environments

- Managing budgets and delivering sustained income maximisation
- Communicating, negotiating and influencing a wide range of internal and external stakeholders and partners
- Providing expert advice and reports to Boards, committees and senior colleagues

### 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?