

JOB DESCRIPTION

Job Title:	Assistant Regional Manager (North)
Service / Department:	Supported Housing
Reports To:	Regional manager
Responsible For:	Service managers and staff within supported housing
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.

The Assistant Regional Manager will be responsible for supporting the Regional Manager in the effective management and operational delivery of supported housing services across the North of England in accordance with regulatory standards, good practice, legislative requirements and contractual obligations. They will work with the Regional Manager and Service Managers to ensure our supported housing services in their region engage creatively with our residents to enable the growth of their strengths and talents enabling them to develop the skills and resources to transform their lives and move towards independent living

Main Duties and Responsibilities:

1. To assist the Regional Manager in effectively delivering Trauma Informed, Person Centred housing support services which provide value for money, comply with contractual obligations and meet external regulatory requirements and good practice.
2. To assist the regional Manager to embed a culture of continuous improvement, through leading, managing, motivating and developing the supported housing team.
3. To provide leadership to a team of staff, working closely with the Regional Manager to ensure a culture of performance management is embedded across the services.
4. Assist the Regional Manager in providing support and supervision to Service Managers across the region.
5. Support Service Managers to manage their services effectively and work with them to continuously develop their skills.
6. Assist the Regional Manager in providing support to Service Managers, enabling them to build and develop their staff teams through effective training, supervision and development events.
7. To build and maintain effective relationships with key stakeholders to promote the work of the Association and to maximise funding opportunities for local services.
8. Promote and maintain Health and Safety as a high priority in services.
9. Assist the Regional Manager to ensure that all services are operating safely and that risks are being appropriately managed and monitored. Report any potential or actual risks to the association in line with relevant policy and procedures. Ensure that services are meeting the targets identified through the Quarterly/Annual Service Review process record any risk and required action on the monthly KPI Action Plan.

10. Work within the Ofsted regulation and Supported Housing (Regulatory Oversight) act to maintain quality and ensure services comply with regulatory standards
11. Work within Salvation Army Homes Quality Assurance processes to maintain the quality of the supported housing services across the region.
12. To assist the Regional Manager in ensuring all key performance indicators are effectively monitored each week
13. Working in close partnership with other departments to proactively ensure void loss is minimised and ensure rent and charges are received in accordance with occupancy terms, taking legal action where necessary to secure debts owed to the Association.
14. To keep up to date with changes and challenges within the sector and policies and procedures related to Housing Management and the provision of supported housing services.
15. To Promote and monitor safeguarding across the region promoting the welfare of individuals and families who come into contact with our services in accordance with UK legislation, regulation, good practice and partnership working. This could include
 - Responding to incidents
 - Reviewing incident reports
 - Assisting the Regional Manager and Service Managers in conducting quarterly and annual reviews of incidents.
16. To monitor other incidents including ASB
17. To be part of an on call management rota
18. To cover for the regional manager in their absence

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.
- Maintain Salvation Army Homes commitment to Equality and Diversity across the services in the north

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 Home.
- Ability to work flexibly at times including outside of standard working weekday hours.

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Experience and knowledge of Safeguarding Children and Adults
- Experience of Advantage Thinking or Strength based approaches to working with people
- Experience of Trauma informed and Psychologically Informed Environment approaches
- 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.

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?