

Housing Services Manager

Job Description

Reporting to:

- Director of Operations

Main purpose of job

To effectively and efficiently lead, co-ordinate and manage the Housing Services Team comprising:

- Housing Support Team, including supported housing and floating support services
- Homeless Intervention Team, including a rough sleepers service and a day centre
- Housing Support Team- Stratford

by ensuring the delivery of high quality services and excellent working relationships with team leaders, service users, commissioners, and other stakeholders

Duties:

- Manage performance of the team leaders to ensure a high standard of service delivery and effective outcomes for service users.
- Set clear business objectives for each individual team leader and monitor performance.
- Ensure that through effective supervision and appraisal that team leaders are briefed, focused and motivated to achieve their business objectives.
- Have overall responsibility for managing performance within the operational teams ensuring that day to day service delivery is of the highest possible standard.
- Contribute to the planning of organisational developments within the operational teams.
- Ensure that appropriate administrative systems are in place within each of the operational teams to manage and report on funder requirements (e.g. for completion of Client Record forms and Outcome Forms)
- Meet with individual managers on a monthly basis to review and consider performance in light of contractual obligations.
- Work with individual team leaders to develop and implement services to meet identified needs.
- Build effective working relationships both within the operational teams and across the organisation.
- Facilitate service user involvement in the design, delivery and reviewing of services
- Work within organisational policies and procedures including those on the Protection of Vulnerable Adults and Safeguarding Children and Young People.
- Meet with the Director of Operations on a monthly basis to consider performance across all operational teams and initiate remedial action if contractual obligations are not being met.
- Present Reports to the Board of Trustees as deemed appropriate by the Senior Management Team
- Attend and be actively involved in fortnightly Management Team Meetings
- Take a lead role in the reassessment of front line post requirements in the light of developing business plan needs.
- Ensure that operational teams operate within appropriate employment and health and safety legislation.
- Keep yourself updated of policy and legislative changes affecting our core business activities, e.g. homelessness legislation; Supporting People framework etc
- Ensure the team's activities, including service delivery comply with quality standards such as ISO 9001:2008 and the Quality Assessment Framework.

- Manage Health and Safety Issues in conjunction with individual team leaders and ensure appropriate action is taken when required
- Investigate complaints as appropriate in accordance with Cyrenians policy and seek continuous quality improvements.
- Consult with service users, staff, partner organisations and other stakeholders on satisfaction levels, future needs etc
- Participate in a Duty Manager Rota
- Act as cover for individual team leader as required.

Other:

- Undertake the induction program as devised, and assist, as requested, in the induction and training of new staff and student placements.
- Participate in staff meetings, supervision meetings and consultancy, training, team development sessions, working groups, and other meetings as required, reporting back to the team as appropriate.
- Share responsibility for the effective use of systems and procedures regarding service users and other records, finance, staff communications, and the dissemination of good practice and effective working methods within Cyrenians.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line management any matters of concern.
- Undertake such other duties and specialism's, in accordance with the post holder's level of responsibility, including participating in the staff recruitment procedure, as may be required from time to time to maintain or enhance Coventry Cyrenians.
- Undertake all duties in accordance with Coventry Cyrenians policies, with particular reference to the Equal Opportunities and Health and Safety policies, and work towards their continuing development and implementation.

LOCATION & TRAVEL

- The job may involve some travelling in order to adequately perform the duties as detailed
- The head office of the organisation is situated at:

McRaye House, 98 - 101, Far Gosford Street, Coventry CV1 5EA

Housing Services Manager Person Specification

1) Knowledge and Experience

Essential:

- A good working knowledge of supported housing provision including supported housing and floating support services , services for homeless people or vulnerable people eg day centre services, housing advice services.
- A minimum of 1 years experience of operational and staff management
- Experience of planning, allocating and evaluating work; experience of managing work programs against agreed standards
- Extensive knowledge of at least TWO of the following:
 - Supported Housing
 - Floating Support Services
 - Homeless Legislation
 - Community Care
 - Day Centre Services
- Working towards management qualification i.e. certificate in Management or Diploma

Desirable:

- Experience of management in the homelessness sector or similar
- Knowledge and experience of working with homeless people
- Experience of working in a multi-disciplinary environment
- A Social Work, or other relevant, qualification
- Knowledge of the Criminal Justice System

2) Skills and abilities

Essential:

- Ability to contribute effectively to the management and policy making of a co-ordinated group of services
- Financial management skills
- Ability to communicate effectively, orally and in writing, with all levels internally and externally
- Ability to effectively lead a multi-disciplinary team
- Ability to organise and prioritise work to meet deadlines, often under pressure
- Ability to lead, motivate and manage team members and develop staff through effective delegation
- Ability to cope with crisis situations
- Ability to work flexible hours as required
- Ability to represent the organization in a professional manner
- Basic IT literacy in word-processing and spreadsheet packages

3) Attitudes and values

- ***Essential***
 - i) Empathy with the social aims and values of the organisation
 - ii) Commitment to continuous improvement and change including own professional development
 - iii) Commitment to Equal Opportunities

4) Qualifications

- **Essential**
A minimum of NVQ level 4 Advice & Guidance or Housing (or equivalent) in a relevant subject
- **Desirable**
NVQ 4 Registered Manager (Adults)

This post is subject to a Criminal Records Bureau check at enhanced level.