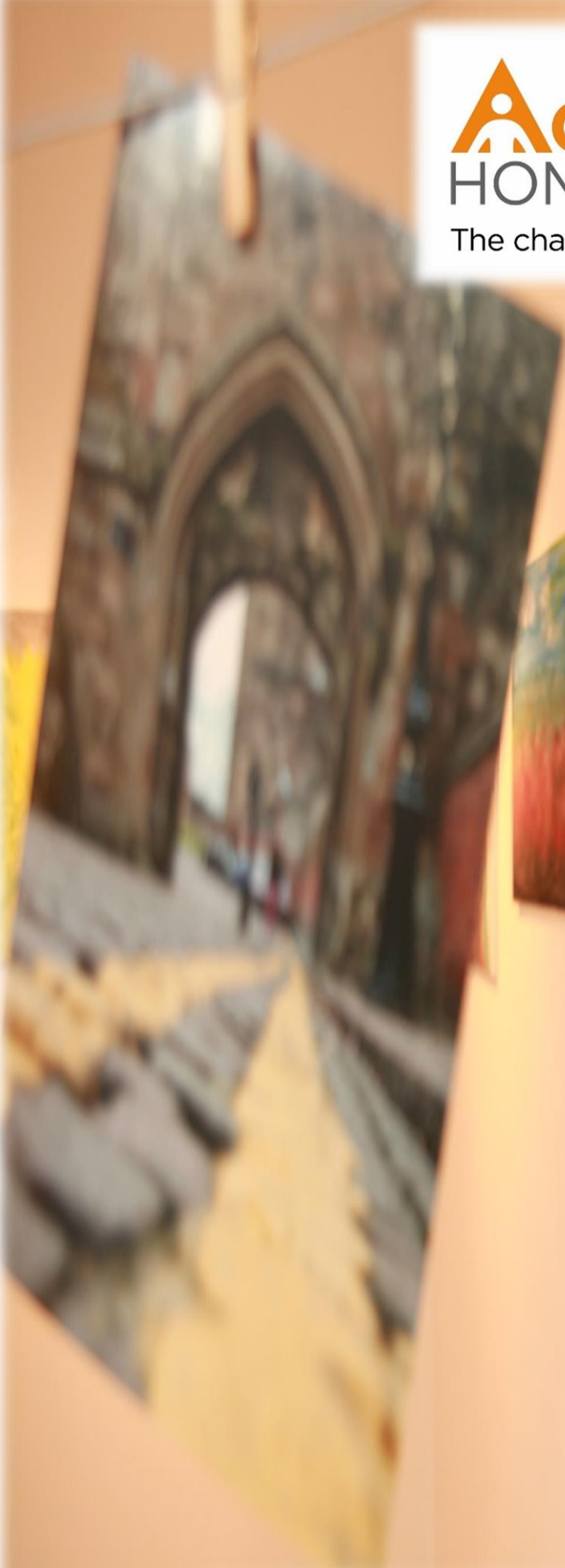




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We talked with both groups about...
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**Support & Engagement Manager (Maternity cover)
Application Pack
Closing Date: Monday 20th March 2017**

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Support & Engagement Manager (Maternity Cover) Advert

Contract type: Fixed term (12 months cover)

Hours: 37 hours per week

Salary: £26,556

Location: Leicester

Action Homeless is a local charity dedicated to tackling the causes and consequences of homeless in Leicester and Leicestershire. We are seeking an individual to join the team at Mayfield House to provide 12 months maternity cover. You will be managing projects that aim to deliver engagement and support solutions with internal and external providers, while offering innovative solutions that focus on support and housing.

The post requires a strong and dynamic approach towards data and performance management using a comprehensive performance data management system, which monitors all aspects of the service, while working with teams to ensure the service is meeting contract and service standards.

Experience is required in working with the relevant client groups or of a similar environment that the service operates for, have excellent people skills and a willingness to want to make a difference with a passion for helping vulnerable people.

For further details about this role, including the person specification and to download our application form, please download our recruitment pack from www.actionhomeless.org.uk. Alternatively, you can call 0116 2211851 to request a copy of the recruitment pack and an application form.

Closing date: Monday 20th March 2017

Assessments & interviews: Week commencing 3rd April 2017



About Action Homeless



Action Homeless provides a range of services for homeless people and people who are worried about homelessness in Leicester and Leicestershire. These include information, advice and accommodation services. We also work within the community to try to prevent homelessness from occurring in the first place.

Our services aim to give people the confidence and skills they need to achieve and maintain independent living and to make a great contribution to the local community.

We believe that, wherever possible, it is much better to prevent homelessness from occurring before people reach a crisis in their lives. Preventing homelessness is a key focus for Action Homeless and an area, which we will be developing over the next five years. We launched a 'No Second Night Out' in Leicester which is a partnership project, that aims to ensure that anyone rough sleeping in Leicester is linked with accommodation and support services as quickly and efficiently as possible.

Unfortunately, there are cases where people do reach crisis point and find that they do not have a safe place to stay. In these situations, we are here to help and work with Leicester City Council to provide emergency accommodation to vulnerable adults who need it. In addition, our Accommodation Assist project offers high quality temporary housing to people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include large supported housing projects, small-shared houses, bedsits and self-contained flats.

Action Homeless successfully brought back into use 20 empty properties through funding secured from DCLG. The project renovated empty properties, transforming them into affordable accommodation for people leaving homelessness services. In line with our strategic priorities, Action Homeless plans to continue with this work and provide an affordable solution to homelessness.

During 2016, we were successful in obtaining £140,000 from Nationwide Foundation, which helped us to purchase and renovate a further 3 properties. This also meant we were able to create 17 more units of affordable housing accommodation.

We believe that putting a roof over someone's head is only the first step to helping them to regain their independence and therefore we provide access to an extensive support programme, which includes:

Engage – a purpose built support centre which acts as the base for a varied events and activities programme that promotes skills development and independence.

Action Trust – a social enterprise that offers work placements, training and employment opportunities to ex-offenders and people with experience of homelessness.

Moneywise – a project that seeks to improve individual's financial confidence through a programme of group workshops and one-to-one training and education.

More information about Action Homeless and what we do can be found on our website at www.actionhomeless.org.uk

Support & Engagement Manager Job Description

Contract type: Fixed term (12 months cover)

Hours: 37 hours per week

Salary: £26,556

Responsible to: Director of Services

1. Job Purpose

To provide management and deliver key objectives of the Support & Engagement Service delivered to our customer. To support a team to deliver key targets and outcomes against our Local Authority contact and other support activity.

You will be managing projects that aim to deliver engagement and support solutions with internal and external providers, while offering innovative solutions that focused on support and housing.

You will be required to provide cover for the Mayfield House manager and other functions as required.

2. Principle Responsibilities

Provide leadership and management to a quality customer service which ensures customers support needs are satisfied by;

- 2.1 Making reasonable decisions against our assessment and referral criteria in conjunction with partner agencies.
- 2.2 Monitoring and continued assessment of customer's individual circumstance and journey plans, in line with organisational objectives.
- 2.3 Resolving complex cases by carrying out the required investigations, ensuring that Support and Engagement Officers, our customers, and partner agencies are aware of progress against targets.
- 2.4 Action high volumes of work correctly within predetermined time scales whilst meeting the standard and quality required.
- 2.5 Complete reports and paperwork in a comprehensive, accurate and timely manner.
- 2.6 Monitor outcomes, targets and outputs, completing accurate and comprehensive reports including statistical information as and when required.
- 2.7 Supervisory function for team members, identifying training and staff development in line with organisation priorities.

Provide innovative and creative support and advice for customers to ensure complex journey plans are created for higher support customers.

3. Management and Co-ordination

- 3.1 In consultation with team members set and agree the targets and standards for service delivery ensuring these contribute to achieving the organisations wider objectives.
- 3.2 Agree performance measures and quality assurance processes with team members.
- 3.3 Allocate tasks and responsibilities with teams to achieve flexibility and the best use of skills and abilities of team members.
- 3.4 Coordinate the work of the team including planning work schedules, reviewing resource requirements to ensure effective service delivery and team outputs are achieved.
- 3.5 Ensure that the team members actively and collectively monitor team outputs, speed of response, service targets and performance standards.
- 3.6 Conduct individual reviews of performance to agree areas for improvement and personal development plans.
- 3.7 Ensure a Healthy and Safe environment is maintained at all times, conducting investigations and dealing with any conflict within the teams and service in accordance to Action Homeless's policies and procedures.
- 3.8 Ensure residents privacy and dignity is maintained at all times by providing confidential support and advice and working in accordance with the organisations confidentiality and professional boundaries policies and procedures.
- 3.9 To report any maintenance or health and safety concerns to the premises manager in a timely manner.
- 3.10 To provide regular staff supervision including the identification of any training needs.
- 3.11 Treat colleagues, team members and other employees of action homeless fairly and consistently using policy and procedure as appropriate, challenging discrimination and professional misconduct.

4. Engaging our Customers and Liaison with Outside agencies

- 4.1 Promote and develop good relationships with relevant statutory and voluntary agencies, individuals, and the local community.

- 4.2 Provide comprehensive written reports in relation to data required for the organisation, contracts with statutory and or other agencies and partners as required.
- 4.3 To develop and manage projects in partnership with external and internal services, working to achieve the organisation aims and objectives.
- 4.4 Supporting, identifying and developing new opportunities for our customers within Engage, while promoting and encouraging customer involvement.

5. Miscellaneous

- 5.1 Undertake the in-call out of hours services provide by the organisation on a rota basis as required.
- 5.2 Provide additional out of hours on call and cover for annual leave and sickness.
- 5.3 Undertake some unsocial hours of work and attend the Supported Housing Accommodation in emergencies as necessary and at short notice.
- 5.4 Adhere to any agreed interagency confidentiality protocol or information sharing principles. Ensure compliance with the requirement of the Data Protection Act (1988)

Person Specification

	Criteria E – Essential D - Desirable	E/D	Method of Assessment₁
1	Communication		
	Experience in administration duties including producing comprehensive reports, form filling, supportive letters, and managing project reports, monitoring and completing statistical data.	E	1,2,3
	Ability to assess, support and provide advice for clients and produce risk assessments to enable a positive journey plan.	E	1,2,3
	Ability to promote and develop good working relationships across the organisation and to external customers, whilst maintaining professional boundaries and networks.	D	1,2
	Utilise electronic systems in order to manage workloads, communicate, plan and report.	E	1,2,3
	Ability to convey information concisely and accurately, orally and in writing.	E	1,2,3
	To coordinate and plan work schedules, covers rota, manages annual leave and reviews resource requirements.	E	1,2,3
2	Equality & Diversity		
	An understanding of and commitment to equal opportunities/valuing diversity and the ability to implement such a policy in all aspects of the work.	E	1,2,3
	Knowledge and an understanding of different languages and cultures.	D	1,2
	Ability to recognise and challenge discrimination in all its forms.	E	1,2,3
	Work to professional boundaries by ensuring confidentiality is maintained.	E	1,2,3
	Ability to manage and implement policy and procedure consistently and to the benefit of the individual team and organisation.	E	1,2
	Knowledge and an understanding of the Data Protection Act 1998.	E	1,2
3	Leadership		
	Has an honest approach and is able to delegate, provide feedback and be responsible for the project in all aspects.	E	1,2
	Ability to deliver high standards of leadership even in complex situations.	E	1,2
	Effective time management by prioritising workloads to meet deadlines and commitments.	E	1,2,3
	Willing to be adaptable to deal with constant change with a productive and motivated response.	E	1,2
	Ability to investigate complex cases and resolves issues effectively manner.	D	1,2

5	Team Working		
	Has a solution focused attitude and the ability to make reasonable decisions under pressure.	E	1,2
	Has a proactive approach in contributing to team knowledge, development and success.	E	1,2
	Is calm under pressure, approachable, enthusiastic and motivated to deliver excellence as standard.	E	1,2
	Ability to performance manage to ensure team outputs are achieved to high standards.	E	1,2
	Actively participates as a team member in achieving team and organisational goals.	E	1,2
	Able to be flexible and willing to undertake some unsocial hours out of work, responds creatively and takes initiative.	E	1,2
	Experience in conducting individual reviews of performance to agree areas for improvement and personal development plans.	D	1,2
	To take part in an out-of-hours on call rota system and be flexible in approach to responsibilities and to working hours.	E	1,2
6	Working With Legal Framework		
	An understanding of Health & Safety policy and the ability to implement this within the work, including in lone working settings.	E	1,2,3
	Ability to carry out risk assessments and comply with safe guarding reporting requirements.	E	1,2,3
7	Qualifications/Experience		
	Have or be working towards a relevant qualification to a degree/diploma level with a minimum of G.C.S.E level C in Math's and English.	E	1,2,3,4
	Be a competent IT user with experience in preparing and creating electronic documents and entering data accurately.	E	1,2,3,4
	An understanding and knowledge of homelessness, including domestic violence, alcohol and drugs and working with clients with a variety of challenging support needs or of a similar environment.	E	1,2,3,4
	Ability to drive and have access to your own transport.	E	1,4
	Experience is required in working with homeless clients or with disadvantaged people.	E	1,2,3

This post is subject to a satisfactory DBS check.



How to Apply

To apply for the role please complete the full application form, making sure that it clearly demonstrates how you meet the role profile, and send this to rajvinderkaur@actionhomeless.org.uk. Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

If you do not receive a response to your application by 24th March 2017 then unfortunately on this occasion you have not been short-listed.

Please note that CVs and covering letters will not be considered.

The closing date for applications is Monday 20th March 2017.

Assessments & interviews will take place week commencing 3rd April 2017.

