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**Support & Engagement Manager (Maternity Cover)
Application Pack**

Closing Date: Tuesday 25th April 2017

Contents

	Page
Advertisement	3
About Action Homeless	4
Job Description	6
Person Specification	9
How to Apply	11



Support & Engagement Manager (Maternity Cover) Advert

Contract type: Fixed term (12 months cover)

Hours: 37 hours per week

Salary: £26,556

Location: Leicester

Do you want to join an innovative local Charity that is passionate about offering high quality homelessness services?

We are seeking a Support & Engagement Manager to work alongside a small team in the delivery of support to meet Local Authority outcomes. You will be working and providing support to clients with varying needs and will be based at Mayfield House, which provides emergency temporary accommodation.

Our Support & Engage service is a purpose built support centre that acts as the base for a varied events, with the aim of achieving independent living for each client and to provide the necessary skills to avoid repeat homelessness. You will be responsible for the effective management of our Support & Engagement service, where you will be required to work with both internal and external providers to ensure innovative support solutions to client's needs and housing are achieved.

You will need to support your team in terms of casework and staff supervision to achieve excellent standards of outcomes for our clients. Experience is required in working with the relevant client group or similar, you will be proactive, have good interpersonal skills and be able to demonstrate a passion to make a difference to people's lives.

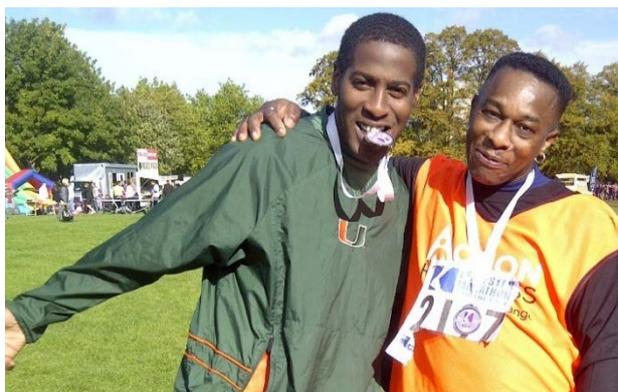
In return for your commitment, we offer excellent training and a chance to join a dedicated team that offer a culture of support. Please note parking is available at the site.

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.

The closing date for applications is Tuesday 25th April 2017.

Assessments & interviews will take place week commencing 1st May 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

Responsible for the effective and efficient management of our Support and Engage service. To support a small team in the delivery of support to a range of customers with varying needs to meet Local Authority outcomes.

To work with both internal and external providers to achieve customer engagement and innovative support solutions, both to clients' needs and housing.

In times of absence, you will be required to cover for the Accommodation Manager and other functions as directed.

2. Principle Responsibilities

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

3. Customer Focus

- 3.1 Provide innovative and creative support and advice for customers, to ensure complex journey plans are created for higher support customers.
- 3.2 Make reasonable decisions against our assessment and referral criteria in conjunction with partner agencies.
- 3.3 Monitoring and continued assessment of customer's individual circumstance and journey plans, in line with organisational objectives.
- 3.4 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.
- 3.5 Monitor outcomes, targets and outputs, complete accurate and comprehensive reports including statistical information as and when required.

4. Management and Co-ordination

- 4.1 In consultation with team members, set and agree the targets and standards for service delivery, ensuring these contribute to achieving the organisations wider objectives.

- 4.2 Agree performance measures and quality assurance processes with team members.
- 4.3 Allocate tasks and responsibilities with teams to achieve flexibility and the best use of skills and abilities of team members.
- 4.4 Coordinate the work of the team including planning work schedules, review resource requirements to ensure effective service delivery and team outputs are achieved.
- 4.5 Ensure that the team members actively and collectively monitor team outputs, speed of response, service targets and performance standards.
- 4.6 Conduct individual reviews of performance to agree areas for improvement and personal development plans.
- 4.7 Ensure a healthy and safe environment is maintained at all times, conduct investigations; deal with any conflict within the teams and service in accordance to Action Homeless' policies and procedures.
- 4.8 Ensure residents privacy and dignity is maintained at all times by providing confidential support, advice and working in accordance with the organisations confidentiality and professional boundaries policies and procedures.
- 4.9 To report any maintenance or health and safety concerns to the premises manager in a timely manner.
- 4.10 Treat colleagues, team members and other employees of Action Homeless fairly and consistently using policy and procedure as appropriate, challenging discrimination and professional misconduct.
- 4.11 Supervisory function for team members, identifying training and staff development in line with organisation priorities.

5. Engaging our Customers and Liaison with Outside Agencies

- 5.1 Promote and develop good relationships with relevant statutory and voluntary agencies, individuals and the local community.
- 5.2 Provide comprehensive written reports within predetermined timescales, in relation to data required for the organisation, contracts with statutory and or other agencies and partners as required.
- 5.3 To develop and manage projects in partnership with external and internal services to achieve the organisation aims and objectives.
- 5.4 Supporting, identifying and developing new opportunities for our customers within Engage, while promoting and encouraging customer involvement.

6. Miscellaneous

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

This job description is subject to regular review in consultation with the post holder.

Person Specification

	Criteria E – Essential D - Desirable	E/D	Method of Assessment ¹
1	Qualifications/Experience		
	Hold G.C.S.E in grades C or above in Math's and English.	E	1,3,4
	Experience is required in working with homeless or disadvantaged clients.	E	1,2,3
	An understanding and knowledge of issues affecting homelessness, including domestic violence, alcohol, drugs and working with clients with a variety of challenging support needs or of a similar environment.	E	1,2,3
	Experience in managing outcomes and a small team.	E	1,2
	Be a competent IT user with experience in preparing and creating electronic documents and entering data accurately.	E	1,2,3
	Ability to drive and have access to your own transport.	E	1,2,4
2	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 in an effective manner.	D	1,2
3	Communication		
	Experience in administration duties including producing comprehensive reports, form filling, supportive letters, managing project reports, monitoring and completing statistical data.	E	1,2,3
	Ability to assess, support and provide advice for clients 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 by orally and in writing.	E	1,2,3
	To coordinate and plan work schedules, covers rota, manages annual leave and reviews resource requirements.	D	1,2

4	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
	Demonstrates being able to achieve team outputs and wider organisational goals through teamwork.	D	1,2
	Experience of staff supervision including, conducting one-to-ones, performance assessments and identifying training and development.	D	1,2
	Able to be flexible and willing to undertake some unsocial hours out of work, responds creatively and takes initiative.	E	1,2
	To take part in the out-of-hours on call rota system, be flexible in approach to responsibilities and to working hours.	E	1,2
5	Working with the Legal Framework		
	An understanding of Health & Safety and the ability to implement this within the workplace, including in lone work settings.	D	1,2,3
	Ability to carry out risk assessments and comply with safeguarding reporting requirements.	D	1,2,3
6	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, 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

¹ Methods of Assessment: **1** = application form, **2** = interview, **3** = presentation / test, **4** = supporting evidence.

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 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.

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

The closing date for applications is Tuesday 25th April 2017.

Assessments & interviews will take place week commencing 1st May 2017.



ACTION
HOMELESS
The chance for change