

**Deputy Services Manager**

**Application Pack**

**Closing Date: ‘Wednesday 19th June 2019`**

**Contents**

Page

Advertisement 3

About Action Homeless 4

Job Description 6

Person Specification 8

How to Apply 11



**Deputy Services Manager**

**Contract:** 12 month fixed term

**Hours:** 37 hours per week

**Salary:** Band 4, point 18 - £25,502

Action Homeless is a charity dedicated to tackling the causes and consequences of homelessness in Leicester. We are looking to recruit an enthusiastic individual to join our management team.

You will be working with the teams across our services to achieve sustainment and independent living for each customer and to prevent repeat cycles of homelessness. Your main duties will be to monitor and ensure data is captured and processes are followed, you will be working across various support services including the Rough Sleeper Initiative and our Support & Engagement Service.

You will need a genuine interest in and commitment to our work and client group, ability to make change quickly in response to the organisation’s needs and experience of working at a deputy management level for 2 years. You should have the ability to work on your own initiative with originality and creativity

Full details about the role including the person specification and application form can be downloaded from our website [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk) or alternatively please call 0116 2211851

To apply please complete and return the application form to [aaliyahlawrence-browne@actionhomeless.org.uk](mailto:aaliyahlawrence-browne@actionhomeless.org.uk)

**Closing date: Wednesday 19th June 2019**

**Assessments & Interviews: Week commencing 24th June 2019**

**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](http://www.actionhomeless.org.uk)

**Action Homeless**

**Job Description**

**Title:** Deputy Services Manager **Hours:** 37 hours per week

**Responsible to:** Services Manager **Salary:** Band 4, point 18 - £25,502

1. **Job Purpose**

To manage the day to day coordination of our homeless services. Supporting staff teams to ensure customers receive the tailored support package that assists them to realise their goals. You will be working with the teams across all our services to achieve sustainment and independent living for each customer and to prevent repeat cycles of homelessness.

Your main duties will be to monitor compliance with contracts and ensure data is captured and processes are consistently followed, work across various support services including the Rough Sleeper Initiative and our Support & Engagement Service in order to attain the project team goals for customers and to help the organisation to achieve its key objectives.

1. **Principle Responsibilities**

As a deputy your key responsibility will be to; ensure our processes and procedures are followed, and the coordination of services and staff teams on a day to day basis.

Monitoring of our Client Management System to ensure compliance with data capturing is met across the organisation, whilst ensuring customers support needs are satisfied by;

* 1. Making reasonable decisions against our assessment and referral criteria in conjunction with partner agencies and the Manager.
  2. Monitoring and continued assessment of customer’s individual circumstance and journey plans, in line with organisational objectives.
  3. Resolving complex cases by carrying out the required investigations, ensuring that Supported Housing Officers, our customers, and partner agencies are aware of progress against targets. Complete reports and paperwork in a comprehensive, accurate and timely manner.
  4. Monitor outcomes, targets and outputs, completing accurate and comprehensive reports including statistical information as and when required
  5. Monitor performance against our client management system, monitoring targets and outputs, supporting the team to meet team and individual targets.
  6. Supervisory function for team members, identifying training and staff development in line with organisation priorities. Supporting staff teams to meet both team and individual targets.
  7. Provide innovative and creative support and advice for customers to ensure complex journey plans are created for higher support customers.

1. **Management and Co-ordination**
   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.
   2. Agree performance measures and quality assurance processes with team members.
   3. Allocate tasks and responsibilities with teams to achieve flexibility and the best use of skills and abilities of team members.
   4. Coordinate the work of the team including planning work schedules, reviewing resource requirements to ensure effective service delivery and team outputs are achieved.
   5. Ensure that the team members actively and collectively monitor team outputs, speed of response, service targets and performance standards.
2. Conduct individual reviews of performance to agree areas for improvement and personal development plans.
   1. Ensure a Healthy and Safe environment is maintained at all times, support Management in conducting investigations and dealing with any conflict within the teams and service in accordance to Action Homeless policies and procedures.
   2. Ensure customer 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. To report any maintenance or health and safety concerns to the premises manager in a timely manner.
   4. To provide regular team supervisions including the identification of any training needs.
   5. Treat colleagues, team members and other employees of action homeless fairly and consistently using policy and procedure as appropriate, challenging discrimination and professional misconduct.
3. **Liaison with Outside agencies**
   1. Promote and develop good relationships with relevant statutory and voluntary agencies, individuals, and the local community.
   2. Provide comprehensive written reports in relation to data required for contracts with statutory and or other agencies and partners as required.
4. **Miscellaneous**
   1. Undertake the on-call out of hours services provide by the organisation on a rota basis as required.
   2. Provide additional out of hours on call and cover for annual leave and sickness.
   3. Undertake some unsocial hours of work and attend the supported Housing Accommodation in emergencies as necessary and at short notice.
   4. Adhere to any agreed interagency confidentiality protocol or information sharing principles. Ensure compliance with the requirement of the Data Protection Act (1988)

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| Essential Requirements |  | Essential (E)  Requirements |
| Experience | Experience of networking, liaising and negotiating with current and potential stakeholders to deliver new services | Application &  Interview (E) |
|  | Experience of service delivery to teams in either the charity sector, homelessness 7 Supported Housing, or other relevant environment, while leading other to following processes consistently. | (E)  Application &  Interview |
|  | Experience of representing information to groups at service level, such as implementation of processes and procedures consistently while monitoring compliance | (E)  Application &  Interview |
|  | Experience of working at a deputy management level for 2 years | (E)  Application &  Interview |
|  | Experience in performance monitoring in a consistent manner to Data Management Systems while leading teams through complex processes. | (E)  Application &  Interview |
| Skills knowledge abilities | Excellent communication skills, to manage systems and processes consistently to a wide range of staff. | (E)  Application &  Interview |
|  | Action high volumes of work correctly within predetermined time scales whilst meeting the standard and quality | (E)  Application &  Interview |
|  | Proven capability of completing delegated projects and initiatives. | (E)  Application &  Interview |
|  | Ability to manage multiple service priorities and commissioners demands, efficiently and affectively | (E)  Application &  Interview |
|  | Expert understanding of techniques, aims and objectives of homelessness and complex issue including mental health | (E)  Application &  Interview |
|  | Knowledge of and relevant experience of using quality/continuous improvement systems | (E)  Application &  Interview |
|  | The ability to work on own initiative with originality and creativity | (E)  Application &  Interview |
|  | Knowledge and ability to apply, follow and monitor processes and procedures with accuracy and detail consistently | (E)  Application &  Interview |
| Additional qualities and attributes | Genuine interest in and commitment to our work and client group. | (E)  Application &  Interview |
|  | Confidence in promoting organisation standards and behaviours. | (E)  Application &  Interview |
|  | An understanding of and commitment to diversity & equality | (E)  Application &  Interview |
|  | Willingness and ability to work hours outside of normal office hours | (E)  Application &  Interview |
|  | Willingness to respond positively and work flexibly to changing organisational priorities as required | (E)  Application &  Interview |
|  | Ability to make change quickly in response to the organisations needs | (E)  Application &  Interview |
|  | Ability to evaluating own performance and identifying and acting upon areas for improvement and development | (E)  Application &  Interview |
|  | Aware of own level of cultural competence and proactively seeks to develop | (E)  Application &  Interview |
|  | Provides staff with clear direction and support, Implements plans, strategies and services effectively | (E)  Application &  Interview |
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**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 requirements and send this to aaliyahlawrence-browne@actionhomeless.org.uk Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

Please call 0116 2211851 to request a pack via post.

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

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

**Closing date: Wednesday 19th June 2019**

**Assessment and interviews to be held: Week commencing 24th June 2019**



