**Action Homeless**

**Job Description**

**Title: Homeless Services Team Manager** **Hours:** 37 hours per week

**Responsible to:** Assistant Director of Services **Salary:**  £29,291

1. **Job Purpose**

To provide management and lead a team to provide customers with high quality accommodation. Responsible for the efficient and effective leadership and management of the Hostel.

You will be managing the health safety and security of our customers at the Hostel ensuring a high standard is maintained, while delivering a 24 hour service 7 day’s week.

1. **Principle Responsibilities**

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

* 1. Resolving and investigating complex incidents by carrying out the required investigations, ensuring that Project Officers, our customers, and partner agencies are aware of action taken following policy and procedures.
  2. Action high volumes of work correctly within predetermined time scales whilst meeting the standard and quality required.
  3. 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. Supervisory function for team members, identifying training and staff development in line with organisation priorities.

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, 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 managing confidential information and advice, supporting and instructing implementation in accordance with the organisations confidentiality and professional boundaries policies and procedures.
   3. To report any maintenance and or health and safety concerns to the premises manager in a timely manner.
   4. To provide regular staff supervision 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. **Engaging our Customers, Liaison with our Community and Outside agencies**
   1. Promote and develop good relationships with relevant statutory and voluntary agencies, individuals, and the local community.
   2. Ensuring the local community that surrounds our accommodation are consulted informed and complaints are dealt with timely and sensitively, ensuring customer behaviours are not impacting negatively on the community.
   3. Provide comprehensive written reports in relation to data required for the organisation, contracts with statutory and or other agencies and partners as required.
   4. Identifying and offering new opportunities for our customers to be involved in our day to day activity, promoting and encouraging customer involvement.
4. **Miscellaneous**
   1. Undertake the in-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 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)

**Person Specification**

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|  | **E/D** | **Criteria Indicated E (essential) D (desirable)** |
| **Qualification** | **D**  **D** | Educated to A level or equivalent  Appointed First Aid Certificate |
| **Knowledge / skills /**  **experience / Competencies** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Management experience of running a project and coordinating a small team  The ability to work independently, with initiative to make responsible and well-judged decisions.  Experience of working in an effective, flexible and supportive team, is non-judgmental and sensitive to the views, and needs of others.  Understanding of the background and circumstances of homeless and vulnerable people.  Prior experience, paid or voluntary, of working to support vulnerable adults in a lead role.  An empathetic and compassionate approach to vulnerable people in need, expressive of Action Homeless ethos. This includes strong interpersonal and listening skills.  A basic knowledge of the support needs typically associated with homeless people: substance misuse; mental illness; criminal behavior; asylum and immigration.  Literacy and numeracy skills suitable for completing forms and maintaining internal communications.  The flexibility to adapt to rapidly changing circumstances. Good problem solving skills – ability to assess situations and provide solutions.  Ability to form positive working relations and experience of liaison with agencies / partner organisations.  Strong time management and work prioritisation skills  Ability to communicate logically, concisely and effectively at all times.  Ability to provide staff supervision, guidance and support    Demonstrate effective use of IT systems in order to complete administrative duties, inputting data onto client management systems, using various programs |
| **Motivation** | **E**  **E**  **E**  **E**  **E** | Flexible and innovative approach to work  Actively seeks ways to continuously improve own skills and knowledge.  Work in line with company policies, procedures, and the requirements of funders and stakeholders to ensure effective service delivery.  Self-motivated with the ability to work autonomously and generate own ideas.  Ability to motivate others |
| **Personal Attributes** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | Conflict management skills – Ability to diffuse potentially volatile or difficult situations.  Good negotiation skills  Ability to work unsupervised and as part of a wider team.  Excellent team work skills, demonstrating both collaboration and respect with peers and customers.  Takes responsibilities for own actions with the ability to make sound decisions.  An approachable nature with the ability to remain calm under pressure  Demonstrates drive and determination  Ability to manage busy workloads positively and timely, sound task and finish approach to day-to-day activities.  The respect for others and personal ambition it takes to succeed. |
| **Other Requirements** | **E**  **E**  **D** | Ability to work unsociable hours which include weekends, evenings and late night  To take part in an On – Call Rota out of hours  Full driving licence and access to own vehicle for business use. |
| **Special Terms DBS** | This post is subject to a satisfactory Disclosure and Barring Service check, which will disclose all cautions reprimands and warnings as well as convictions. | |
| **Flexible Working** | Flexible to the needs in an out of hours on call rota system.  Able to be flexible in approach to responsibilities and to working hours.  Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring cover is available across all services. | |
| **Out of Hours & Sleep-in Duties** | Flexibility to assist teams who work 24/7 as part of on – call duties is required across the organisation and out of normal hours. | |

**Attributes and Behaviours –** we expect all successful candidates to sign up to meeting the following organisational behaviours and attributes, these will be tested at interview.

Including having respect for others, and personal ambition it takes to succeed with some of the most vulnerable and disadvantaged clients.

You will need a high level of reliability, respect and understanding required of the role and support required for the services, its team members to attain positive outcomes for this client group and thee post.

You will be require to be questioning, inquisitive and seek to learn and develop your knowledge to meet the needs of the individual needs of your assigned clients and the development of the service.

Growth mentality: We look for individuals who have the ability to grow and adapt with our client group, services and innovative practice

Care compassion and confidence

1. **Team work and working with people**

* Celebrate changes and results we achieve by praising and not criticising and sharing our successes.
* Being accountable to each other and ourselves, working with respect and in unison with others.
* Recognising the strengths, skills and contributions of others and utilising them wherever possible.
* Taking responsibility of what needs to be done to achieve our common goal.

1. **Making a difference (client focused)**

* Focusing on changes that clients can make.
* We have a “can do” attitude, we motivate and provide positive support, we do not judge.
* We provide choice and let people choose for themselves, accepting mistakes and providing an opportunity for people to learn themselves.
* We go that extra mile; we put ourselves out to achieve the results required by continual stretching our goals.
* We measure the impact we make through our work so we can show it does make a difference.

**3. Communication**

* We treat everyone with dignity respect and fairness
* We value face to face communication over email or telephone
* We encourage two-way communication – we listen, provide clear information and feedback.

**4. Innovation**

* We look for new perspectives and ideas to find solutions that work for individuals and Action Homeless.
* We use our mistakes as learning and try new things by being flexible and adaptable.
* We recognise that things change and we change too.
* We are determined, proactive and will not give up on challenges that we are faced with.
* We look for opportunities that enable us to try new things / ideas

**5. Collaboration and Partnership**

* We understand are strengths and are passionate about our work
* We work united with others both internally and externally to achieve the outcomes that are clients need and more importantly need.
* We deliver outcomes and the impact that has been agreed with our commissioners and funders.
* We work in partnership with others to influence changes in policy that support our aims and the people we provide a service to.