

JOB DESCRIPTION

SCHEME MANAGER – ISE ACCOMMODATION

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RESPONSIBLE TO: Senior Manager

Beacon’s aim is to Focus on Prevention & Early Intervention (risk of homelessness, rough sleeping), Sustainment (independent living, health, employment) and Integration (within communities, increasing confidence).

PURPOSE OF THE JOB:

To have overall responsibility for the day to day management of the three Intensive Support Environments and to ensure that the service provides focused, short term housing related support to clients with complex needs. This will be with the aim of supporting clients to move into Beacon Dispersed Accommodation, or to secure their own accommodation in the community within the contracted timescales.

DUTIES AND RESPONSIBILITIES OF THE POST

Direct reports:

Senior Workers
Night Manager

MAIN DUTIES AND RESPONSIBILITIES

Valuing and Caring for Staff

- Line manage their direct reports and be accountable for their professional and team practice
- Ensure there is protected time for individual and team reflection and wellbeing activities in line with the principles of trauma informed care
- Ensure all staff working across the ISEs are sufficiently inducted and trained to undertake their relative roles
- Provide regular and planned supervision for direct reports
- Be responsible for the monitoring of personnel records, with specific regard to holidays, sickness, training and unauthorised absence.
- Attend regular supervision meetings with the Beacon Senior Manager
- Promote, develop and ensure ongoing compliance of TLA’s policies and procedures relating to Health and Safety
- Ensure that the service is appropriately staffed at all times.

Professionalism, Leadership and Learning

- Contribute to the creation of a learning culture across the ISEs
- Oversee and assist in the recruitment of staff
- Carry out annual staff appraisals for direct reports
- Work closely with the three Senior Workers and Night Manager to ensure that the service meets its objectives and to monitor individual performance against agreed objectives
- Assess and meet the training needs of staff including the development of organisational learning and development schedules
- Plan and evaluate annual staff training strategies to ensure the professional and personal development of staff
- Contribute to and deliver training across ISEs, including the implementation of new policies and procedures
- Promote, develop and ensure ongoing evaluation and compliance with TLA's policies and procedures relating to client consultation and participation.
- Deputise for, or represent the Senior Manager at internal and external meetings as requested.
- Represent the organisation in a positive and professional manner, in line with the values of Beacon and TLA.

Coproduction

- Build and develop relationships with key partners and agencies
- Ensure effective communication, particularly with the Pathway Manager and through the allocations process
- Demonstrate a commitment to coproduction and contribute to the development of practice and procedures designed to increase the scope and effectiveness of coproduction across the ISEs
- Work with clients and other stakeholders to lead on and contribute to the development of a range of organisational and service level policies and procedures.

Innovation

- Develop and implement new services within the ISEs, including the review of the kennels project at Oakdale
- Contribute to the development of existing and new services in preparation for and response to governmental and legislative policy changes
- Understand and lead on Trauma Informed Care across the service.

Quality and Continuous Improvement

- Embed the principles of trauma informed care in all aspects of service delivery to actively avoid the re-traumatisation of clients
- Ensure that communication mechanisms in the organisation work effectively in consultation with staff members, convening regular Senior Team meetings.
- Ensure occupancy is maintained to a maximum and that arrears are dealt with quickly and effectively in line with TLA's policy.

- Oversee, monitor and instigate any necessary remedial action with regard to rent arrears service charge arrears and voids.
- Ensure that Beacon deliver services that work within and contribute to the development of the Leeds City Council Quality Assurance Framework.
- Contribute to ongoing improvements and developments of day to day operational procedures and practices.
- Assist in the preparation of organisational budgets in conjunction with the Finance Director and to ensure that all expenditure is in line with agreed budgets.
- Participate in the on-call support rota as required.

Inclusion and Diversity

- Promote, develop and ensure ongoing compliance and evaluation with TLA's policies and procedures relating to equal opportunities and diversity.
- Demonstrate a commitment to the equal opportunities and diversity policy and practice.

The post holder will be expected to undertake any other duties commensurate with the role as determined by the Beacon Service Coordinator, TLA Service Coordinator or Chief Executive.

SOCIAL CONDITIONS

Normal working hours are expected to be weekday 9am – 5pm however a considerable degree of flexibility will be required of the post-holder with the growth and development of the service.

The post-holder is expected to offer a Manager on-call service for the organisation which will be on average 2 weeks per annum and will be paid at additional rates.

We reserve the right to move staff to other areas within the Beacon service as and when required so as to meet organisation requirements.

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

QUALIFICATIONS

An NVQ Level 4/5 in IAG, Housing Management, Health and Social Care or equivalent is desirable.

A minimum of 2 years managerial experience is essential.

Special Requirements

Beacon requires applicants to disclose all criminal convictions and cautions no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult. The organisation undertakes an Enhanced Disclosure & Barring

Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.

PERSON SPECIFICATION

SCHEME MANAGER - ISE ACCOMMODATION

Detailed below are the essential and desirable criteria required of applicants for the above post. The “Essential Requirements” indicate the minimum requirements, whilst the “Desirable Requirements” are additional attributes to enable the applicant to perform the duties of the post more effectively, or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

Experience

- Minimum of two years experience of supporting and supervising staff, students and volunteers.
- Working effectively and in conjunction with voluntary and statutory agencies

Qualifications

- Good literacy & Numeracy skills

Skills

- Ability to effectively manage a service for people who have complex needs
- Ability to motivate and support a diverse staff team
- Good IT skills, particularly Word and Outlook
- Excellent communication skills
- An understanding of the need for confidentiality and data protection when dealing with confidential information
- Ability to monitor and assess risk and need, and plan for positive goals and outcomes
- Ability to respond appropriately to conflict and challenging behaviour
- Adhere to and work within policies and procedures
- Excellent organisational skills including time management, planning and working under own initiative
- Ability to ensure that service targets are met in line with contractual requirements
- Understanding of the principles and scope of Trauma Informed Care and implementing these across the team and service.

Knowledge

- The issues relating to homelessness and working with vulnerable and at risk people who have complex needs.
- An understanding of, commitment to and ability to work within Safeguarding policies and procedures.
- An understanding of responsibilities of an employee of the organization.

Behavioural and Other Job Related Characteristics

- Understanding of the diverse needs of individuals and the importance of treating everyone fairly and equally
- Committed to empowering clients to become involved in the organisation and its surrounding community
- Able to plan, organise and undertake your own workload appropriately
- Enthusiastic, reliable, motivated and resilient (calm under pressure)
- Understand, establish and be committed to professional boundaries
- Committed to own learning and development and new ways of working
- A commitment to Beacon's values and aims
- Able to work flexibly to meet the needs of the service
- Be confident in deputising for the Senior Manager when required.

DESIRABLE REQUIREMENTS

- A relevant academic or vocational qualification e.g. in Social Work, IAG or an NVQ in Housing, Health and Social Care Level 3/4 or equivalent.