JOB DESCRIPTION

SCHEME MANAGER – CARR BECK / HOUSING FIRST

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RESPONSIBLE TO: TLA Senior Manager

**PURPOSE OF THE JOB**:

* To be responsible for the effective and efficient day to day management of both Carr Beck (24-hour specialist supported accommodation for women that are alcohol dependent) and Housing First services (Dispersed intensive supported accommodation for women with complex needs).
* The post will provide leadership, management, and support to the teams to ensure a quality Housing Related Support is provided to women across both services and that service outcomes are achieved in line with contractual requirements.

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| DUTIES AND RESPONSIBILITIES OF THE POSTDirect reports:Housing Support WorkersNight workersHousing First Senior Worker**MAIN DUTIES AND RESPONSIBILITIES****Valuing and Caring for Staff*** To provide motivational leadership and support to direct reports, ensuring clarity of direction and effective communication, being 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 services are sufficiently inducted and trained to undertake their relative roles
* Provide regular and planned supervision for all direct reports
* Be responsible for the monitoring of personnel records, with specific regard to holidays, sickness, training and unauthorised absence.
* Attend and utilise regular reflective supervision meetings with the TLA Senior Manager
* Promote, develop and ensure ongoing compliance of TLA’s policies and procedures relating to Health and Safety
* Ensure that the services are appropriately staffed at all times and that an effective 24/7 rota is in place where required.
* Facilitate regular team meetings in a manner that promotes an environment of openness and honesty and a culture of optimism and hope for the clients.

**Professionalism, Leadership and Learning*** Contribute to the creation of a learning culture across the services
* Oversee and assist in the recruitment of staff
* Carry out annual staff appraisals for direct reports
* Monitor team and individual performance against agreed objectives, identifying opportunities for improvement and addressing any concerns, providing coaching and training where required.
* Contribute to the monitoring and evaluation of the services and ensure that all outcomes are evidenced.
* Plan and evaluate annual staff training strategies to ensure the professional and personal development of staff
* Contribute to and deliver training across the services, 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 the organisation.

**Coproduction*** Develop and maintain sound working relationships with key partners and agencies e.g Service commissioners and funders, Housing, Health and Social Care agencies the Police and Anti-Social Behaviour teams.
* 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.
* Develop and maintain excellent relationships with the local community, ensuring relationship concerns and complaints are responded to in a sensitive and timely manner.
* Create and maintain strong professional boundaries and sustainable relationships with clients and the professionals and family/friends involved in their support.

**Innovation*** Develop and implement new initiatives across the services.
* 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 services.
* To create a culture of therapeautic and positive risk-taking whilst supporting a harm reduction approach to support.

**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.
* Work to safeguard the clients across the services and ensure that appropriate action is taken in response to Safeguarding concerns which is in line with the organisations and LCCs safeguarding procedures.
* Ensure that properties are maintained to the required standard and that they are managed efficiently in line with organisational procedures.
* Ensure occupancy levels are 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 regarding rent arrears service charge arrears and voids.
* Ensure that services are delivered within and contribute to the development of the Leeds City Council Quality Assurance Framework or other quality assurance methods.
* 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 TLA Service Coordinator or Chief Executive. |

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| SOCIAL CONDITIONSThe working hours for this role are expected to be carried out Monday – Friday with a considerable degree of flexibility to enable the effective operation of a 24/7 service. The post holder will be required to work some early shifts and late shifts in order to effectively support and supervise the whole staff team.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 organisation 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.Please note the remit of this role may be widened or amended following any future reviews and / or in response to the needs of the services and / or the organisation. |

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| QUALIFICATIONSAn 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. |

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| Special RequirementsTurning Lives Around 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

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| 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*** Of working with vulnerable client groups in housing or homelessness, mental health, substance misuse, offending or other related field.
* Minimum of two years experience of supporting and supervising staff, students and volunteers.
* Working effectively and in conjunction with voluntary and statutory agencies
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| **Qualifications*** Good literacy & Numeracy skills
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| **Skills*** Ability to effectively manage a service for women 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
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| **Knowledge*** An awareness of the issues relating to homelessness and working with vulnerable and at risk women who have complex needs.
* An awareness of the issues that affect women who choose to drink
* An understanding of the principles of Housing First
* An understanding of, commitment to and the ability to work within Safeguarding policies and procedures.
* An understanding of responsibilities of an employee of the organisation.
* Understanding of the principles and scope of Trauma Informed Care and the ability to implement these across the team and service.
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| **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 the values and aims of the organisation
* Able to work flexibly to meet the needs of the service
* Be confident in deputising for the Senior Manager when required.
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| **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.
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