

## Job Description

**Job Title:** **Scheme Manager (Supported Housing)**

**Responsible to:** Senior Manager  
37 Hours per week (Predominantly Mon – Fri)  
**Hours:** Core hours with some ability to flex to have  
some facetime with night and weekend  
workers)  
**Salary:** £38,000

The post holder will oversee 2 Supported Housing schemes in South Leeds, working on scheme with the flexibility of some Hybrid working.

TLA provide tailored support for individuals with the goal of helping people to manage their own accommodation and reintegrate into independent living and the wider community.

My Gaff Leeds and Carr Beck are schemes commissioned by Leeds city council to provide stability for vulnerable adults with complex needs including Trauma, Substance misuse and ill mental health. My Gaff is a young person 5 bed scheme. Carr Beck a 6-bed scheme for Alcohol dependent women.

### **Purpose of the job**

To have overall responsibility for both schemes & report into the Senior Manager. To ensure that the service provides focused housing related support to clients with complex needs. To lead delivery of Performance including health and Safety & Compliance and Stakeholder management.

### **DUTIES AND RESPONSIBILITIES OF THE POST:**

#### **Direct reports:**

Team leaders of both schemes, Part time Night Supervisor. Overall responsibility for all staff on both schemes.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Valuing and Caring for Staff**

- Line manages 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 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 Senior Manager.
- Promote, develop and ensure ongoing compliance of TLA's policies and procedures relating to Health and Safety.
- Ensure that the service is always staffed.

### **Professionalism, Leadership and Learning**

- Contribute to the creation of a learning culture across TLA.
- Oversee and assist in the recruitment of staff.
- Carry out annual staff appraisals for direct reports.
- Work closely with Senior Manager to ensure that the service meets its objectives and to monitor individual performance against agreed objectives. Including performance management and action planning.
- 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 TLA, 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 TLA.
- To be part of the On Call ROTA for TLA (Rotational commitment)

### **Coproduction**

- Build and develop relationships with key partners and agencies.
- Ensure effective communication, particularly with other professionals, agencies and commissioning.
- 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 services within TLA.
- Contribute to the development of existing and new services.
- 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 including tenant & team meetings.
- Ensure occupancy is maintained to a maximum and that arrears and voids 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 TLA deliver services that work within 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.

*Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied.*

### **Behavioral and Other Job-Related Characteristics**

- Understanding of the diverse needs of individuals and the importance of treating everyone fairly and equally without judgement.
- Committed to empowering clients to become involved in the organization and its surrounding community.
- Able to plan, organize 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 TLA's values and aims.
- Able to work flexibly to meet the needs of the service.
- Be confident in deputizing for the Senior Manager when required.

## Skills

- Ability to effectively manage a service for people who have complex needs. Including the ability to communicate with Service Users who have diverse needs.
- Ability to motivate and support a diverse staff team managing performance and addressing concerns appropriately.
- Good IT skills, particularly Microsoft office.
- Excellent communication skills, including confident written communication (Case notes, reports, incident logs, Performance reports)
- An understanding of the need for confidentiality and data protection when dealing with confidential information
- Awareness of boundaries whilst being supportive.
- Awareness of Safeguarding & Risk management, Ability to monitor and assess risk and need and plan for positive goals and outcomes.
- Ability to respond appropriately to conflict and challenging behavior. Ability to balance support needs with tenancy management. Ability to make sound judgement under pressure.
- Adhere to and work within policies and procedures. Ensuring compliance within both schemes and teams.
- Excellent organisational skills including time management and prioritisation, 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.

## Essential Requirements:

- Experience of managing and supervising staff.
- Experience of Risk Management.
- Leadership and people management experience.
- Willingness to learn about Housing Management inline with ever changing Housing laws.
- Experience of Service development / Continuous improvement.
- Experience of mentoring and coaching staff.
- An understanding of issues relating to homelessness and working with vulnerable and at-risk people who have complex needs.

**Desirable Requirements:**

- Experience managing a supported housing scheme / Similar service.
- Experience working with specific client groups (Homelessness).
- Knowledge of Housing law and welfare benefits.
- Understanding of commissioning framework.

**Additional Information:**

Turning 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 appropriate Disclosure & Barring Service (DBS) checks for all successful candidates, and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

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

If you would like any more information or to visit the schemes, please reach out to Sarah Sharp: [ssharp@turninglivesaround.co.uk](mailto:ssharp@turninglivesaround.co.uk)

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