



Recovery Housing Manager

Reports to: Operations Manager

Responsible for: Housing Workers, Housing Volunteers and Maintenance Assistant

Hours: 40 hours per week

Location: Based at Strickland House with regular travel between TACT properties and partner locations as required.

Job Purpose

We provide supported housing through excluded licence agreements alongside a two-year recovery support programme for adults affected by addiction and/or mental health difficulties.

The Recovery Housing Manager manages our recovery-focused supported housing service with compassion, consistency and accountability. They lead a small team delivering high-quality housing management alongside person-centred, trauma-informed support across our shared properties in Telford. This is a hands-on role requiring direct work with residents while supporting colleagues to help people live independently, sustain their tenancies and move forward in recovery.

Working alongside Y Housing, our Registered Provider of Social Housing, the Recovery Housing Manager ensures our homes remain safe, compliant and recovery-focused while maintaining high standards of housing management, partnership working and service quality.

Key Responsibilities

Housing Service Delivery

- Manage all aspects of the day-to-day running of TACT's recovery housing supported service.
- Maintain a visible presence across the housing service and help create a safe, welcoming and psychologically informed environment.
- Manage referrals, waiting lists, assessments, sign-ups and move-on planning to ensure effective use of available accommodation.
- Maintain a good working knowledge of Housing Benefit, ensuring claims and supporting evidence are completed accurately and on time.
- Oversee resident rent and utility accounts, ensuring that debts are minimised and realistic, manageable payment plans are set up where needed
- Maintain high standards of property presentation, cleanliness, repair and safety, ensuring vacant rooms are ready for reoccupation promptly
- Monitor occupancy, void levels and other housing performance indicators, taking corrective action where required.
- Liaise with landlords, contractors, utility providers and housing partners to maintain high accommodation standards
- Maintain accurate housing records, tenancy documentation and resident notes.
- Act as a key contact for housing-related emergencies and incidents.
- Prepare annual rent and service charge budgets with the Operations Manager in line with legislation and submit them to relevant bodies within required timescales.
- Continually develop and maintain knowledge of supported housing legislation and emerging regulation, embedding good practice within the team.
- Work proactively with residents, colleagues and external agencies to maximise income, maintain rent payments and sustain tenancies.
- Ensure residents comply with licence agreements and house rules, taking appropriate action where required.
- Manage breaches of licence agreements in line with organisational procedures, ensuring warnings, notices and evictions are used appropriately, consistently and accurately recorded.

Housing Related Support

- Oversee the delivery of person-centred, trauma-informed housing-related support across the service.
- Ensure residents understand their licence agreements, occupancy expectations and financial responsibilities at sign-up and throughout their stay.
- Ensure housing staff provide appropriate advice and guidance to residents to sustain tenancies, maximise income and progress towards independence and recovery goals.
- Develop, implement and monitor outcome-focused resident action plans with SMART targets, ensuring progress is regularly reviewed and recorded.
- Coach and develop Housing Workers through supervision, role modelling and practical guidance.

- Undertake complex support and intervention where additional support or oversight is required.
- Respond appropriately to crisis situations, safeguarding concerns and tenancy-related issues.
- Manage challenging behaviour, breaches of licence agreements and anti-social behaviour in line with organisational policies.
- Oversee the delivery of resident meetings, support sessions and recovery-focused activities.

Staff and Volunteer Coordination

- Provide line management, guidance and support to housing staff and volunteers.
- Coordinate staff rotas and ensure effective service cover including the out-of-hours on call rota.
- Provide regular supervision, coaching and development, ensuring Housing Workers remain competent, confident and up to date
- Support recruitment, induction and onboarding of staff, volunteers and student placements.
- Facilitate effective team meetings and maintain strong communication within the housing team.
- Monitor workloads and support housing staff to manage competing demands effectively.

Safeguarding, Health & Safety and Compliance

- Work alongside Y Housing to implement new supported housing regulatory requirements and embed changes into local policy, procedures and operational practice.
- Take personal responsibility for maintaining own wellbeing, making effective use of supervision, support and wellbeing resources.
- Promote the safety and wellbeing of residents, staff, volunteers and visitors.
- Identify, report and respond appropriately to safeguarding concerns.
- Maintain up-to-date knowledge of safeguarding, trauma, addiction, mental health, exploitation and emerging best practice.
- Ensure risk assessments, action plans and safety records are accurate and regularly reviewed.
- Oversee housing repairs and maintenance, ensuring works are prioritised, tracked and completed within agreed timescales using in-house staff and external contractors as appropriate.
- Maintain housing compliance requirements, ensuring all inspections, certificates, checks and records remain up to date and shared with Y Housing and other relevant partners as required.
- Support staff to respond safely and effectively to incidents involving substance use, self-harm, exploitation, mental health crises or other risks.
- Report accidents, incidents, concerns and hazards promptly.
- Produce accurate records, reports and KPI information to support service monitoring and impact reporting.
- Contribute to a positive culture of accountability, professionalism and continuous improvement.

Partnership Working and Service Development

- Develop and maintain positive working relationships with Y Housing, private landlords, local authority services, probation services, treatment providers, health services, housing teams and other partners.
- Represent TACT at meetings, forums and partnership events.
- Review and improve housing systems, processes and documentation, helping to develop more efficient, effective and digitally enabled ways of working.
- Promote TACT positively within the local community and wider sector.

General Responsibilities

- Contribute to a positive team culture which values openness, mutual support, professionalism and appropriate humour.
- Arrange or assist with events, resident activities and networking opportunities alongside colleagues.
- Act as a key holder for the organisation.
- Provide ad-hoc support and cover for colleagues in other teams where required.
- Participate in the housing on-call rota and respond to out-of-hours housing emergencies when required.
- Attend meetings, training and professional development activities as required.
- Promote equality, diversity, inclusion and trauma-informed practice in all aspects of the role.
- Undertake any other duties reasonably required by the Operations Manager that are consistent with the nature and level of the post.

This job description is intended as a guide to the main duties and responsibilities of the role and may be amended following consultation to meet the changing needs of the organisation.

Person Specification – Recovery Housing Manager

Essential:

Qualifications:

- Must hold a relevant Level 4 Housing qualification **or** be willing and able to commence the qualification by October 2026.
- Full UK driving licence and access to own transport.

Experience

- Experience (personal and/or professional) delivering person-centred, trauma-informed support to individuals affected by addiction, mental health difficulties, trauma or other complex social needs.
- Experience of delivering housing-related support, tenancy sustainment or supported accommodation services.
- Experience of supervising, coordinating or line managing staff, volunteers or placements within a similar environment.
- Experience of creating and maintaining accurate, professional records and handling confidential information appropriately and in line with GDPR.
- Experience of working collaboratively with internal and external services to achieve positive outcomes for individuals

Knowledge and Skills

- Understanding of the importance and value of lived experience, peer support and recovery-focused approaches.
- Understanding of how addiction (including alcohol, drugs and behavioural addictions), trauma, mental health and social exclusion affect people's ability to maintain accommodation and develop independent living skills.
- Good understanding of tenancy sustainment, Housing Benefit, excluded licence agreements and supported housing practice, or the ability to develop this knowledge quickly.
- Knowledge of compliance requirements and emerging supported housing regulation.
- Strong understanding of safeguarding, risk management and professional boundaries.
- Ability to appropriately and effectively respond during crisis situations.
- Willingness to carry out substance use urine screening for service users in accordance with organisational policies and procedures.
- Ability to review existing systems and processes, identify improvements and support the implementation of more effective ways of working
- Excellent interpersonal, communication and organisational skills.
- Ability to motivate, supervise and effectively line manage staff and volunteers
- Ability to prioritise workload, coordinate activities and manage competing demands effectively.
- Good literacy, numeracy and IT skills, including Microsoft 365 applications and electronic record-keeping systems.

Personal Qualities

- Non-judgemental, open minded, empathetic and compassionate approach to supporting people.
- Ability to remain calm, resilient and professional when supporting people experiencing crisis, distress or challenging circumstances.
- Able to think creatively when supporting individuals to achieve positive outcomes.
- Comfortable working in a recovery-focused environment where lived experience, authenticity, appropriate humour and genuine human connection are valued.
- Ability to maintain personal wellbeing and resilience through the effective use of workplace and personal support strategies.
- Commitment to equality, diversity, inclusion and trauma-informed practice.

Other Requirements

- Willingness to undertake mandatory training and continued professional development.
- Ability to participate in the housing on-call rota, including attending emergency call outs where required.

Desirable

- Relevant lived experience of addiction recovery (including behavioural addictions), mental health difficulties or other complex social needs.
- Relevant qualification or training in Housing, Health & Social Care, Substance Misuse, Mental Health, Counselling, Community Support or a related field.
- Qualification or training in leadership, management, coaching or supervision.
- Experience co-ordinating volunteers, placements or community-based activities.
- Experience facilitating groups, workshops or recovery-focused activities.
- Knowledge or experience of peer support models, recovery communities and the voluntary sector.
- Mental Health First Aid, Adult Safeguarding or other relevant professional training.