



Job Description

Service Manager – Daylight (Women’s Day Centre)

About The Connection

When you work for The Connection, you’re part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it’s not an easy path. We get to know every individual, so our approach can tailor to what they need. We don’t do one size fits all, and we don’t give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London’s streets, and that everyone should get the support they need to find a place to call home.

About the Role

Daylight Women’s Day Centre is an exciting new service providing a place of safety and support for women who are long term rough sleepers in London. We want to reach women who have experienced abuse, mental illness, addiction, poor physical health, unclear immigration status and homelessness. Our support will improve their health and wellbeing and enable them to move away from the streets.

Daylight has been designed based on findings from the CHAIN rough sleeping data for London and the Women’s Rough Sleeping Census. This evidence highlights the importance of single gender services for women who hide from mainstream provision dominated by men. Daylight will reflect the Connection Theory of Change, building relationships of trust with people who have no confidence in most health and social care services. Therefore Trauma Informed Care lies at the heart of everything we do.

You will manage a team of staff and volunteers to set up, pilot and deliver this vital new service in a central London location. The service will include a combination of practical facilities such as showers and a laundry, health and wellbeing resources to minimise the harm associated with rough sleeping and support to move into accommodation. We may develop additional aspects to the service as resources become available.

Through a compassionate and proactive management style, you will build a proactive, high performing team who are passionate about supporting very vulnerable women away from the streets. You will enable creativity, and professional curiosity, strengthen resilience, and team well-being to meet the different needs and aspirations of the people we support. You will have a strong knowledge of women’s services, housing options, health inclusion approaches and social care entitlements.



You will be both strength-based and solution focused, maximising and developing partnerships internally and externally to enhance service provision. You will be committed to embedding coproduction, so that service provision continues to improve and evolve. You will be organised, analytical and reflective with an ability to balance competing priorities.

Responsible to:	Director of Services or Head of Rough Sleeping Services
Responsible for:	Daylight Women's Day Centre
Liaison with:	Leadership Team and Service Managers, Fundraising team, partners including outreach services, adult social care, Housing Departments, commissioners, treatment, and health services, DWP, specialist women's services.
Job Purpose:	Managers cultural values, expectations, and behaviours • Supporting high standards in service delivery and performance management including innovation, development, and best practice in service delivery• • Developing and managing people, enriching, and enhancing organisational trust • Role modelling compassionate and adaptative leadership • Developing and nurturing strong relationships internally and externally • Plan and deliver high quality service provision demonstrating a strong business acumen.
Salary	£44,181 - £50,461 (Scale 29-35)
Contract:	Permanent, Full-time position

Responsibilities

1 Supporting high standards in service delivery and performance management

- Ensure the effective day-to-day delivery of the Daylight Women's Day Centre, responding immediate needs, providing harm minimisation advice & support, access to health care, therapeutic groups & activities and advice on accommodation.
- Ensure the team is embedding the principles of "The Connection Model" throughout their approach.
- Support the team in providing a proactive, responsive, and preventative response, ensuring women accessing Daylight are able to access the ongoing support they need from The Connection team and partner agencies.
- Embed the required professional curiosity, skills, and processes across the team in preventing, detecting, and responding to safeguarding abuse and exploitation.



- Ensure the team continues to meet core service outcomes, regulatory and funding requirements, including DAHA accreditation and internal quality assurance standards

2. Innovation, development, and best practice in service delivery

- Lead on the continuous improvement and development of outreach services in response to the changing needs of clients and the wider socio-economic environment
- Embed co-production and gender informed practices within the psychological framework - "The Connection Model".
- Identify innovative approaches, encourage creativity, and shape ideas to enhance harm minimisation, health inclusion and accommodation opportunities and influence systems change.
- Participate in and, where appropriate, lead cross-organisational working groups to develop innovation and best practice.

3. Developing and managing people, enriching, and enhancing organisational trust

- Manage, support, coach, and develop a high-performing multi-disciplinary team.
- Model a psychologically, gender and culturally informed approach encouraging the team to reflect, learn and continuously improve.
- Monitor and evaluate the team's work, using both quantitative and qualitative data collection and analysis.
- Ensure compliance in policies and procedures.
- Manage, or oversee the management, of volunteers adding value to the team.

4. Plan and deliver high quality service provision demonstrating a strong business acumen.

- Manage the service's annual budget including forecasting and ensuring value for money.
- Write reports for an internal/external audience to demonstrate impact and highlight learning.
- Support the submission of funding bids and tenders; lead the submission of smaller and participate in other fundraising activities as required.
- Support the Heads of Service to build relationships with funders by providing information, ideas, and material for bids and award nomination.
- Produce and monitor the service team plan, supporting the delivery of the charity's strategy and annual business plan.

5. Developing and nurturing strong relationships internally and externally

- Work in partnership with other departments to ensure the smooth and effective running of all services.
- Attend relevant external networks, sharing information and knowledge promoting best practices and innovation.
- Develop and build partnerships across the sector to enhance service provision for people we support.



- Act as an ambassador for CSTM, building confidence through excellent service delivery, knowledge, and expertise.

6. Role Modelling Compassionate and Adaptive Leadership

- Be a role model to the team demonstrating values-based practice and championing the organisations cultural values, expectations, and behaviour: Being **Curious**, promoting Psychological **Safety**, strengthening relational **Togetherness**, Maintaining, and promoting **Motivation**.
- Participate in the On Call out of hours rota
- Deputise for the Head of and Director of Services where required.

The above list of duties is not exclusive or exhaustive and may be subject to change. The post holder may undertake such tasks and are expected within the scope and grading of the post.

Person Specification

Knowledge and Experience
Experience in managing a multi-disciplinary team delivering person-led support to women experiencing multiple levels of disadvantages and interconnecting needs
Strong understanding of psychologically informed and relationship-based practice with women experiencing homelessness and interconnecting needs leading to experiences of multiple disadvantages
Good knowledge and understanding of legislation and available routes into housing and support for people sleeping on the streets including those with No Recourse to Public Funds and limited housing resources
Strong knowledge of health inclusion practice, health inequalities and harm minimisation approaches with people that are experiencing multiple disadvantages and have interconnecting needs
Experience in consistently maintaining high quality assurances standards and a strong understanding of monitoring and evaluation in relation to impact reporting, meeting KPIs and service development
Experience in developing people, through managing, coaching, and motivating the team and addressing difficult staffing situations constructively and fairly
Experience in managing and responding to safeguarding concerns with people experiencing multiple levels of disadvantages and interconnecting needs
Experience setting and managing a budget

Skills and Attributes
Skills and abilities that demonstrate values-based practice and championing the organisations. cultural values, expectations, and behaviour: Being Curious , promoting Psychological Safety , strengthening relational Togetherness , Maintaining, and promoting Motivation
Ability to adapt your leadership style to work to people's and teams' strengths
Ability to lead teams through meaningful change and enable a strength-based and solution-focus to overcome challenges experienced
Ability to develop and nurture internal and external relationships, to create opportunities for people experiencing multiple levels of disadvantages and interconnecting needs to participate as a member of the Connection Community
Able to deliver high standards in performance management through monitoring & evaluation and continuously improve service provision including the use of quantitative and qualitative data; and produce verbal and written reports based on team performance data to support and sustain income
Is organised and able to manage a complex workload with an appropriate level of autonomy
Able to create opportunities for coproduction with people using services to co-design and improve service provision
Able to demonstrate and encourage reflection individually and across the team, enabling a learning environment to continuously improve and evolve
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality
Able to evidence professional curiosity to provide support and guidance in preventing, detecting, and responding to safeguarding abuse and exploitation