

Job Description



Job title:	Head of Intensive Casework Management
Department:	Client Services
Reporting to:	Skylight Director London
Salary:	£58,663 per annum
Hours:	35 per week
Location:	Based in London, 50 Commercial Street, E1 6LT
Contract type:	Permanent

Aim and influence

- To be part of the Leadership Team, and support staff working within Crisis Skylight London to understand and constructively contribute to developing and achieving the aims and objectives of the services.
- Ensure current and prospective Crisis Skylight members have access to the range of integrated services and support they need to transform their lives and leave homelessness behind for good.
- Ensure the development, implementation and delivery of psychologically informed services that:
 - promote engagement and maximise inclusion and safety;
 - support wellbeing and the development of resilience and interpersonal skills;
 - are person centred and help people recognise their strengths;
 - motivate people: encouraging them to identify changes they need and want to make and supporting them to recognise their progress;
 - provide routes into appropriate learning and skills opportunities
- Identify and develop opportunities for effective operational partnerships in the key areas served by London Skylight so that members have access to the community-based specialist services and support they need.

Financial and supervisory responsibility

- Lead the Crisis Skylight London complex needs teams and line manage a number of direct reports

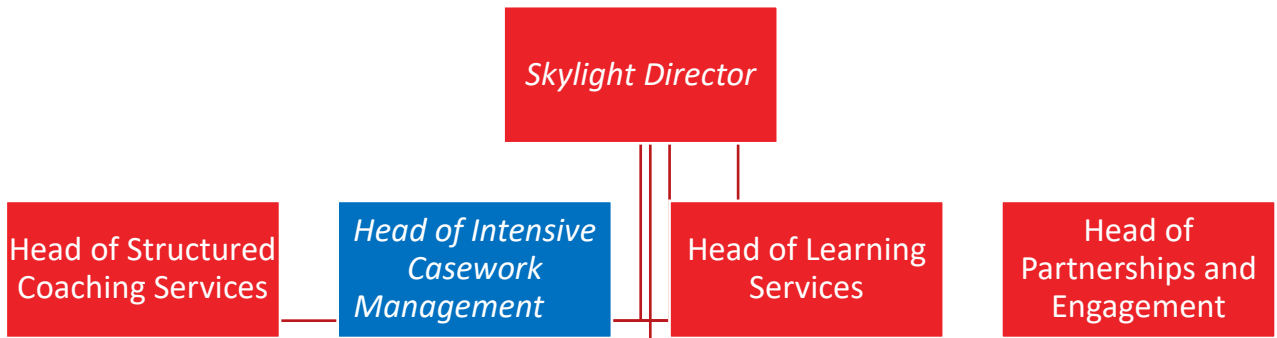
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- Contribute towards/lead the development and delivery of effective and consistent practices within Crisis Skylight London and be an effective, constructive and contributing member of the management team and other management forums across Client Services.
- Effective planning, deployment and management of devolved budgets and resources

Other key details

- 35 hours per week, some evening and weekend work will be required.
- Participate on the Out of Hours on-call emergency rota, ensuring an appropriate organisational response as required.
- You will be required to work on some Bank Holidays and weekends over the Christmas period, for which TOIL may be claimed.
- Travel will be required across the UK for meetings
- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role to check suitability to work with adults at risk and young people.

Organisational chart



**Please note structure is subject to change*

- **Job responsibilities** Lead and develop the London intensive casework management teams, supporting them to deliver excellent services that help people stabilise their lives and identify any changes they need to make to meet their goals and leave homelessness for good
- Contribute to the development and delivery of the London Skylight business plan, playing a key role in ensuring specialist support services are accessible for members, both through Skylight provision and through community based and mainstream services.
- Use the Crisis Model of Change and evidence from our internal and external evaluations and analysis to inform the development of intensive casework support as part of a holistic and integrated service that enables our clients to leave homelessness behind for good.
- Take responsibility for the health and safety and safeguarding of members, staff and volunteers as part of the London Skylight management team.
- Ensure member involvement is fully integrated into the work of London Skylight.
- Develop and manage budgets and resources for intensive casework within London Skylight.

Leadership and management



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- Lead, inspire and motivate your staff team and support them to operate within a multi-disciplinary team, working collaboratively and constructively with other colleagues, in the interests of members.
- Role model and empower your team to develop their skills and knowledge and share learning.
- Promote a transparent team environment that is open to learning from mistakes and welcomes learning through continuous improvement.
- Manage performance and achieve agreed targets through enabling the Skylight intensive casework teams to maximise their effectiveness and impact. Ensure that they understand how their roles contribute towards ending homelessness.
- Provide effective feedback and coach your direct reports to achieve the required standard of the role, managing any conduct and capability issues in line with HR policies and guidelines.

Monitoring and quality

- Ensure intensive casework support services (and any associated contracts) perform against targets and take responsibility for evaluating performance and producing reports for relevant stakeholders.
- Lead on the implementation of relevant quality standards for complex needs services, including the compliance and good governance of any in-house provision such as counselling.
- Ensure your staff understand and adhere to monitoring, case recording, outcome reviews and quality and audit systems.

Relationships and influence

- Develop and sustain positive operational partnerships that ensure Crisis members are able to access appropriate learning and skills services in their communities
- Build and maintain excellent relationships with learning and other managers across Crisis
- Maintain excellent relationships with all Crisis departments to ensure the delivery of a high-quality service as part of an integrated service offer that ends homelessness.

General responsibilities

- Actively encourage and support member involvement within Crisis.



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- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people.
- Comply with Crisis policies and procedures, including Safeguarding and Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

Person Specification

- 1 Have worked at a senior management level in a relevant sector e.g. homelessness, mental health, drug and alcohol treatment.
- 2 Considerable experience in leading, supporting and developing individuals and teams including managing staff performance. Able to provide and support Continued Professional Development of staff and teams, utilising both in-house training and development and external training.
- 3 Ability to self-manage and successfully support and manage others during period of change.
- 4 Able to operate as part of a multi-disciplinary team ensuring all staff are fully committed to Crisis' vision and mission.
- 5 Able to oversee the implementation of quality standards and ensure the complex needs services meet the required standards of governance and comply with any regulation and best practice standards of associated bodies and funders.
- 6 Proven experience of preparing and managing budgets with competing demands for resources.
- 7 Awareness of the barriers to participation experienced by homeless and marginalised people and an understanding of how these might be overcome.
- 8 Sound knowledge of health and safety issues and safeguarding procedures to ensure a safe environment is provided for members, staff, volunteers, supporters and visitors.
- 9 Able to think strategically and plan service delivery and resource allocation accordingly.
- 10 Highly organised and able to exercise judgment under pressure and balance competing demands.
- 11 Strong networking and partnership building skills, with a track record of developing referrals and pathways to improve access to services for clients.



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- 12 Excellent communication skills, spoken and written, including the ability to promote Crisis services and deliver reports and proposals required by a wide variety of audiences.
- 13 Able to support funding bid applications in line with strategic and operational plans.
- 14 Ability to work flexibly, including attending other Crisis locations for meetings, including some evenings and occasional overnight stays.
- 15 Commitment to Crisis' purpose and values including equality and social inclusion.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.



Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?



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It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.