



Job Description: Manager, Lifeline & Life Connect

Title: Manager, Lifeline & life Connect
Reports to: Manager, Life Projects
Location: The Gateway Centre, Snow Hill, London Road, Bath

Introduction:

Genesis Trust Bath is a Christian charity in the city of Bath with a mission to help and support people facing homelessness and disadvantage in and around Bath. At present this is with various projects, employing approximately twenty staff and enjoying the voluntary contribution of many people, many of whom belong to local church congregations.

Genesis Trust is organised into four main areas:

1. Life Projects
2. Foodbank & Hubs
3. Social Enterprises
4. Central Support Services (CEO, finance, fundraising & communications).

Life Projects comprises five individual projects:

- **Lifeline** - crises support
- **Life Connect** - connecting over food
- **Life Thrive** - targeted one-to-one support
- **Life Skills** - courses & activities
- **Life Recovery** - supporting clients, including those in recovery and active addiction, with the Life Course and SMART Recovery

The aim is to provide a joined-up suite of services, operating within a framework of a Psychologically Informed Environment (PIE), that are intended to help clients find their way from crisis, through development to becoming independent.

The Lifeline team currently comprises the Manager, Deputy Manager, Support Worker and a team of volunteers.

Summary of the role

To lead and manage the day-to-day running of Lifeline and Life Connect creating a Psychologically Informed Environment that encourages positive engagement from guests and staff, including:

- *Mon/Wed/Fri: Lifeline day centre*
- *Tue & Thu: Life Connect, meetings, planning & development, focused one-to-one work including home visits.*

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- Delivering within budget the agreed services and support to Lifeline clients and to refer clients to appropriate services, all in the context of “Good Help” principles.
- Promoting a vibrant culture with an uncompromising commitment to excellent support for our guests, reflecting the personal needs and goals of those accessing Lifeline.
- Being a leader delivering personalised support endeavouring to help clients break the cycle of homelessness, neglect and addiction and to enable sustained behavioural change towards better wellbeing.
- Leading a team of problem-solving support staff to help clients address the fundamental issues which prevent them achieving their potential.
- Working with the Life Projects Manager to ensure that performance targets are met.
- Capturing and maintaining accurate data and case studies that evidence the performance of guests’ achievements and their journey to independence and supports the other vital functions in Genesis, including fundraising.
- Ensuring that beneficial outcomes are achieved, monitored, and reported, in the context of the Pathways Matrix.
- Ensuring there is leadership and development of the staff and volunteer teams.
- Upholding and championing the Christian ethos of Genesis Trust and Lifeline.

Success in this role is measured by:

- Effective line management of staff that results in excellent service delivery for our guests within Lifeline.
- The delivery and measurement of appropriate outcomes and benefits for clients.
- Production of timely and accurate reports to evidence the work of Lifeline.

Job Tasks:

Leadership and Management

- Lead, maintain and champion the Christian ethos and vision, mission and values of Genesis Trust and hence of Life Projects and Lifeline.
- Lead and manage staff and volunteer team, including their training and development.
- Ensure that you have regular one to ones with staff and Life Projects Manager, and ensuring annual reviews are completed.
- Ensure that Lifeline is ready to open on time and always has adequate cover in place to be able to open.
- Have regular management and volunteer meetings to assist the running of Life Projects and the Gateway Centre.
- Ensure the premises are maintained to a high standard and operate safely, effectively and efficiently.
- Ensure the necessary data and financial processes and systems are in place for reporting purposes.
- Lead by example in supporting Life Projects in general, “rolling sleeves up” as required.
- Ensure that all Genesis policies and procedures are followed and championed within Lifeline.
- Be an ambassador for Genesis.

Administration

- Maintain accurate guest data, recording as appropriate.
 - Create an outcomes focused environment that recognises hard and soft outcomes.
 - Provide a monthly written report to the Life Projects Manger.
 - Ensure that the Genesis Trust health and safety policies, procedures and standards are met and that the safety of the Lifeline team and clients remains a priority.
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- Ensure that all health and safety issues are recorded and reported.
- Ensure that property issues are notified and dealt with appropriately.
- Ensure accurate and appropriate records are completed following GDPR regulations.
- Effectively manage allocated budgets.
- To undertake other duties commensurate with the post, as delegated by your manager.

Client Focus

- Meeting our guests emotional, psychological, and practical needs.
- Ensure clients are welcomed and that it is identified how they may best be supported, providing information and advice as appropriate.
- Create a culture that consistently celebrates success and positive progress towards individual goals.
- Refer clients both internally and externally.
- Provide ongoing support to clients as appropriate.
- Help clients help themselves in the context of “Good Help” and the Pathways Matrix.

Liaison

- Liaise with appropriate voluntary and statutory agencies on behalf of visitors.
- Monitor and maintain awareness of the services offered by other voluntary and statutory agencies.
- Advise other agencies of the services provided by Lifeline and other Genesis projects.
- Promote the project locally within churches and other supportive groups.

Internal and external relationships:

The post holder will work with the:

- Life Projects Manager
- Operations Manager
- Appropriate voluntary and statutory agencies in partnership (e.g., Julian House, DHI hostel, task and targeting meetings, Homelessness Partnership Meeting).

Support will include:

- Life Projects Manager
- Appropriate training in the form of courses, seminars and events.
- Access to emotional support services.
- Regular 1:1s and annual appraisal.

Person Specification

	Essential	Desirable
Qualifications	Degree standard or equivalent relevant professional experience/qualifications Full, clean driving licence (including being able to drive a minibus).	
Experience	Experienced to some degree, whether in a voluntary or professional capacity, in working with those who are homeless or have experienced homelessness, have substance misuse and / or mental health issues.	

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<p>Skills/Knowledge</p>	<p>Ability to provide overall vision, lead, motivate and develop a team including setting priorities and goals that are achievable as well as aspirational and inspiring.</p> <p>Proficient in relevant IT packages including Microsoft Word and databases.</p> <p>Good communication skills, both written and oral.</p> <p>Able to complete and maintain records.</p> <p>Able to come alongside clients of the Lifeline Centre in a non-judgemental way, but with the ability to challenge behaviours and set goals.</p>	<p>Able to manage difficult behaviour from clients within the centre and maintain the Lifeline Centre as a safe place to come for all concerned, whether visitors and / or volunteers.</p>
<p>Qualities</p>	<p>Passionate about Genesis and its mission.</p> <p>Comfortable and supportive of Genesis' Christian ethos and culture, as expressed in our vision, mission and values.</p> <p>Passionate about assisting people to access all the help they need to move on and enjoy satisfying lifestyles.</p> <p>Willing to work flexibly to meet the needs of the project.</p> <p>Able to work in a room where there are dogs. (Dogs are allowed into the centre.)</p> <p>Self-motivated, energetic and able to prioritise.</p> <p>Interested in learning. The candidate will need to attend courses on addictions, mental health, benefits, etc.</p>	

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Occupational Requirement	This role requires a male employee who is able to lead a men’s group, working with vulnerable men.	
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Job Description agreed:

Post holder’s signature:

Name:

Line Manager’s signature:

Name: Sue Fourie

Date:

END.