

JOB DESCRIPTION

We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community.

JOB TITLE:	Project Manager
REPORTS TO:	Service Manager
SALARY	Points 28-31, £29,069 - £31,580 per annum.
ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:	<ul style="list-style-type: none"> • Pension (auto enrolment) and Death in Service benefit of 2 x salary • Health Shield Benefit - provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24-hour counselling and Advice Line (opportunity to upgrade and add family). • Benenden Health – Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost). • Holidays - 25 days per year – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1st April each year, once a full year of service has been completed. Additionally, 12 customary holidays (normally Bank and Public Holidays) at normal basic pay rate. • Bank & Public Holidays – paid at premium rates at time and a half and double time. • Other Benefits – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service).
DEPARTMENT:	Homelessness Services
LOCATION:	Linen Court, Linenhall Street, Armagh. You may also be required to work other sites (temporarily or permanently) within reason when needs arise.
HOURS OF WORK:	35 hours per week, primarily 9am to 5pm. Nonetheless, it is a condition of the post, to work flexibly to provide support across a 24/7 rota to meet the needs of the hostel and team. This may require working evenings, weekends and waking nights. The postholder will be required to provide on-call duties.
ORGANISATIONAL VALUES:	Our values are fundamental to how we work with clients and each other. We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.
JOB PURPOSE:	Responsibility for hostel management and leadership of staff to enable the effective and efficient service delivery of the team (prevention, accommodation, transition to the community).

MAIN RESPONSIBILITIES:

<p>Achieve agreed outcomes to ensure project success (prevention, accommodation, transition to the community)</p>	<ul style="list-style-type: none"> • In collaboration with your line manager ensure effective and efficient delivery of services within agreed outcomes for the team • Implement, monitor and review agreed standards for the service in line with Supporting People (NIHE), RQIA, Criminal Justice Inspectorate (CJI) and NISCC. • Liaise, attend meetings and represent the interests of Simon Community and its service users with other internal staff and relevant outside agencies, as appropriate. • Conduct regular reviews with service users and stakeholders to review their needs and risks; and monitor practice and service users' satisfaction. • Conduct frequent audits of files, to ensure appropriate professional records are maintained and the policy for service users to access their records is implemented. • Support identification and implementation of actions for quality improvement, arising from external or internal audits.
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	<ul style="list-style-type: none"> • Complete self-assessments and associated documentation; gather relevant evidence for audits by SCNI, Supporting People, RQIA and Criminal Justice Inspectorate (CJI). • Prepare weekly updates of service users for SCNI and relevant stakeholders. • Attend meeting in relation to referrals to the hostel.
Ensure that staff provide the appropriate levels of support to the service users based on assessed needs and risk	<ul style="list-style-type: none"> • Ensure the provision of a 24-hour support service and an on-call service that can be utilised at short notice. • Direct and assist staff in planning and implementing agreed support and risk management plans, based on assessed needs and risks. • Maintain the confidentiality of information in line with organisation and legislative requirements. • Ensure adherence to organisational policy and procedure. • Complete and monitor all staff induction, ensuring the induction adheres to organisation and legal requirements. • Complete frequent 1-to-1 supervision with staff. • Ensure consistency in staffing levels through effective management of the rota • Monitor staff's completion of hours as per rota requirements and address inconsistencies as they arise.
Ensure effective and efficient financial control, use of organisational resources and promotion of income generation opportunities	<ul style="list-style-type: none"> • Work with your line manager and finance department to ensure the service is within budget and adhering to all organisation financial procedures within your remit. • Ensure that all rent, Housing Benefit and service charge payments are correctly collected and recorded. • Purchase, monitor and maintain stocks of material, furniture and equipment. • Implement and participate in fundraising activities and promote the interests of the organisation.
Performance Management	<ul style="list-style-type: none"> • Participate in the organisation performance management processes.
Ensure Quality Assurance and Continuous Improvement	<ul style="list-style-type: none"> • Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence. • Carry out all duties in accordance with Simon Community quality procedures.
Ensure Health and Safety and Good Housekeeping Practices	<ul style="list-style-type: none"> • Ensure the maintenance and general up-keep of the hostel and physical facilities. • Oversee health and safety risk assessments and implement any agreed actions. • Ensure staff and volunteers are fully compliant with the lone working procedures
Promote Equal Opportunities	<ul style="list-style-type: none"> • Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.
Promote our aims and objectives	<ul style="list-style-type: none"> • Promote the organisation's mission, values, aims and objectives. Ensure all organisation policies, procedures and guidelines are followed consistently.
Participate in the shift system and the on-call rota	<ul style="list-style-type: none"> • Participate when required, in the shift rota, including night shifts, to ensure the provision of 24-hour support. • Participate in the provision of on-call, out-of-hours management provision
Other Responsibilities	<ul style="list-style-type: none"> • Undertake other reasonable responsibilities delegated by the accommodation manager or head of service • Register with NISCC

Please note that this job description provides an indication of the roles and responsibilities and is not an exclusive list of the duties that the postholder may be asked to undertake.

PERSON SPECIFICATION

<p>ESSENTIAL CRITERIA</p>	<ol style="list-style-type: none"> 1. 3 years' recent experience in a support role. 2. Two years' recent experience of managing and supervising staff. 3. Two years' experience managing a budget with a number of Income and Expenditure streams. 4. Two years' recent experience of service delivery and development.
<p>DESIRABLE CRITERIA</p>	<ol style="list-style-type: none"> 1. Experience of leading a team within a supported accommodation environment. 2. Full valid driving licence or, if a disability debars you from driving, access to a suitable means of transport to meet the requirements of the post in full.
<p>VALUES</p>	<p>Demonstrate the core values of the Simon Community to include the following:</p> <ul style="list-style-type: none"> • Non-Judgemental • Trustworthy • Determined