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a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Service Manager
Delegated Authority:	Level 5
Team:	Camden Young Person's High Support Accommodation
Responsible to:	Regional Service Manager/AD?
Responsible for:	Frontline staff, Night Manager, Volunteers and Students

Job purpose



At Camden Young Person's High Support Accommodation Service, this role exists to lead a service that can make a real difference at a pivotal point in a young person's life. The young people we work alongside may have experienced care, trauma, instability, exclusion from services, exploitation, mental ill health, offending, substance use or disrupted relationships with the adults and systems around them. This role is about creating a service where safety, trust and ambition are not separate things, but part of everyday practice.

As Service Manager, you will set the tone, standards and direction for the service. You will lead a team to deliver high-quality accommodation and support that is trauma informed, psychologically informed and strengths based; while ensuring young people's rights, voices and aspirations sit at the centre of support planning. You will hold overall responsibility for service delivery, safeguarding, housing management, quality, performance, staffing and partnerships, making sure the service is safe, responsive and purposeful.

You will also play a key role in embedding the service within SHP and the wider Camden young people's pathway. Working with local authority partners, commissioners, social care, health, education and community services, you will help build a service that is not just compliant, but genuinely effective. Through confident leadership, reflective practice and a strong grip on quality, you will support young people to build stability, independence and a clearer sense of what comes next.

Key accountabilities

Service leadership and delivery

- Hold overall responsibility for safeguarding, risk management and the quality of care and support within the service, ensuring concerns are identified, recorded, escalated and responded to appropriately.
- Oversee incident reporting, missing young people procedures and coordinated responses to risk with statutory and partner agencies.
- Ensure the service meets SHP policy, contractual requirements, quality standards and Ofsted-related expectations, maintaining strong audit and inspection readiness where applicable.
- Act as the service point of contact for the Regional Manager and AD/Registered Services Manager in relation to internal audits, Ofsted inspections, quality assurance activity, feedback, learning and improvement actions.

Safeguarding, risk and quality

- Hold overall responsibility for safeguarding practice within the service, ensuring concerns are identified, recorded, escalated and responded to appropriately.
- Oversee incident reporting, missing young people procedures and coordinated responses to risk with statutory and partner agencies.
- Ensure the service meets SHP policy, contractual requirements, quality standards and Ofsted-related expectations where applicable.
- Use audits, case reviews, feedback and performance information to monitor quality and drive improvement.

Leading and developing the team

- Lead, manage and develop staff, volunteers and students so they are clear, confident and supported to deliver high-quality work.
- Set clear expectations around practice, conduct, recording, safeguarding, housing management and service standards.
- Promote a positive, accountable and reflective team culture where staff feel valued and able to develop.
- Manage staff performance, wellbeing, leave and absence in line with SHP policies and service needs.

Referrals, move-on and young people's progress

- Oversee referrals, assessments and placements, ensuring decisions are fair, timely and aligned with service criteria.

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- Build strong relationships with local authority partners, social care, care leaver teams, housing pathways and other referral agencies.
 - Ensure move-on planning begins early and young people are supported to build the skills, confidence and networks needed for greater independence.
 - Promote access to education, training, employment, health, wellbeing, social connection and meaningful activity.

Housing management, health and safety

- Ensure the accommodation is safe, well maintained and provides a positive environment for young people.
- Maintain strong oversight of housing management, including rent and service charge processes, voids, repairs, licence agreements, visitors and locality risks.
- Ensure health and safety requirements are understood and met across the service, including fire safety, building checks, lone working and safe working practice.
- Work with internal teams and external partners to resolve property, safety or neighbourhood concerns promptly.

Partnership, participation and service improvement

- Represent the service professionally in meetings, forums and partnership spaces.
- Work closely with commissioners, local authority teams, statutory services, health, education and community partners to strengthen outcomes for young people.
- Ensure young people's views, feedback, experiences and learning from quality activity shape service improvement.
- Contribute to mobilisation, service development and continuous improvement as the service becomes embedded within SHP.
- Financial and information management
- Manage the service budget responsibly, ensuring financial procedures are followed and pressures are identified early.
- Ensure records, reports and monitoring information are accurate, timely and used to support decision-making.
- Maintain high standards of confidentiality, data protection and information sharing across the service.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience managing supported accommodation, residential, youth, social care, housing or similar services.
- Strong understanding of working with young people facing high levels of need, risk and multiple disadvantage.
- Good understanding of safeguarding, risk management, support planning and incident response in young people's services.
- Knowledge of trauma informed, psychologically informed and strengths-based approaches.
- Understanding of housing management, including rent/service charges, repairs, voids, licence agreements and health and safety.
- Awareness of Ofsted-related requirements and quality expectations within supported accommodation for young people.

Skills and Abilities

- Able to lead, manage and motivate a team, setting clear expectations and maintaining accountability.
- Confident making decisions and managing complex situations involving risk, safeguarding, conflict or service pressure.
- Strong relationship-building skills, with the ability to work effectively with young people, staff, commissioners and partner agencies.
- Able to use data, audits, feedback and performance information to improve service quality.
- Able to manage budgets, competing priorities and operational demands in a busy accommodation setting.
- Confident using IT systems to record, monitor and report on service activity.