

Job Description: Service Manager, Eastwood Studios

About The Connection

When you work for The Connection, you're part of a life-changing team. We help people experiencing homelessness in 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

You will lead a new 24-hour supported housing service in Wandsworth for 15 people experiencing homelessness and severe and multiple disadvantage as part of a six month pilot, accepting referrals from across Southwest London. Developed with subregional colleagues, it fills a strategic gap for people experiencing homelessness and severe and multiple disadvantage, including abuse, poor physical and mental health, substance use, offending and social exclusion. For these individuals engagement with services is creating a persistent barrier to their full assessment, support and plan to access services and move into longer term accommodation.

You will manage staff and volunteers to establish and deliver this six-month pilot, demonstrating its impact to influence longer-term funding. You will develop a team that builds trust through relationships and provides bespoke, person-led, trauma-informed support. You will bring strong knowledge of services, housing options, health inclusion, harm minimisation and social care entitlements. You and your team will use this knowledge and experience to build a network of professionals around service users to support stabilisation, access to services and longer term plans for their health and housing.

You are a dynamic, inspirational and capable leader whose compassionate, proactive approach builds a responsive, high-performing team. You will draw on staff strengths, encourage collaboration, creativity and professional curiosity, and support resilience and wellbeing to meet individuals' needs and aspirations.

You will take a strengths-based, solution-focused approach, developing internal and external partnerships and embedding coproduction to improve services. Organised, analytical and reflective, you will balance competing priorities and align your practice with the Connection's traits: **Curious, Safe, Together** and **Motivated**.

Responsible to:	Head of Accommodation Services
Responsible for:	Eastwood Studios, High Support Accommodation
Liaison with:	Leadership Team and Service Managers, Fundraising team, South West London Boroughs, GLA commissioners & other funders, treatment, and health services, DWP, etc
Key functions & responsibilities:	1. Supporting high standards in service delivery and performance management 2. Innovation, development, and best practice in service delivery 3. Developing and nurturing strong relationships internally and externally 4. Plan and deliver high quality service provision demonstrating a strong business acumen. 5. Role Modelling Compassionate and Adaptive Leadership
Salary	Salary Scale 29 -35: £45,638 - £52,126
Contract:	6 month fixed term contract

Responsibilities

1. Supporting high standards in service delivery and performance management

- Ensure the effective day-to-day delivery of a person-led, psychologically informed supported housing provision, ensuring best practice in service delivery.
- Ensure the team is embedding the principles of “The Connection Model” throughout their approach.
- Support the team to provide a high-quality 24-hour wrap-around therapeutic support service.
- Embed the required professional curiosity, skills, and processes across the team in preventing, detecting, and responding to safeguarding abuse and exploitation and managing risk.
- Ensure the operational compliance of policies and procedures and supported housing legislation.
- Ensure the team meets 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 services in response to the changing needs of clients and the wider socio-economic environment
- Embed co-production and psychologically 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 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 practice and innovation.
- Develop and build partnerships across the sector to enhance service provision
- Act as an ambassador for CSTM, building confidence through excellent service delivery, knowledge, and expertise.

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.

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**.
- Manage, support, coach, and develop a high-performing team.
- Provide confident, compassionate and proactive leadership - encouraging the team to reflect, learn and continuously improve
- 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 & Experience
Strong experience in managing a multi-disciplinary team delivering person-led support to people experiencing multiple levels of disadvantages and interconnecting needs
Good knowledge and understanding of legislation and available routes into housing and support for people experiencing homelessness, including those with No Recourse to Public Funds and limited housing resources .
Extensive knowledge and understanding of the causes of homelessness and the needs of people experience homelessness and severe and multiple disadvantage.
Strong knowledge of leading and meeting the regulatory standards of a 24-hour wrap-around supported housing accommodation
Strong knowledge and experience of delivering psychological informed and relationship-based practice with people experiencing homelessness and severe and multiple disadvantage.
Experience in developing people, through managing, coaching, and motivating the team and addressing difficult situations constructively and fairly
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 quality assurance standards, meeting requirements of funders, and local and national regulatory standards and landlord and housing management performance targets
Experience in managing and responding to safeguarding concerns, risks and risk mitigation with ability to ensure the team's compliance in line with policies and procedures
Experience of developing, maintaining and managing a range of strategic partnerships
Experience in 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
Able to evidence professional curiosity to provide support and guidance in preventing, detecting, and responding to safeguarding abuse and exploitation
Ability to adapt your leadership style to work to people's and teams' strengths, demonstrating and encouraging reflection, and enabling a learning environment in which to continuously improve and evolve
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
Organised, proactive and able to manage a complex workload with a prominent level of autonomy
Able to create opportunities for coproduction with people using services to co-design and improve service provision
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality
Ensure health and safety policies are adhered to, meeting supported housing standards and ensuring the staff team is competent and suitably trained
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
Ability and willingness to travel to locations across London (central base Wandsworth)
Strong skills in data input, review and report writing (including good IT skills)
Ability and willingness to work flexible hours where required and participate in an out of hours on call duty system
Able to manage personal and sensitive information about individuals in accordance with CSTM's policies and procedures and observe the duty of confidentiality