

Post:	Service Manager
Delegated Authority	Level 5
Team:	Gray's Inn Road Project
Responsible to:	Head of Service
Responsible for:	Accommodation based staff.

Job Purpose

The Gray's Inn Road supported accommodation project is a 16-bed short stay accommodation service which holds a critical position in the endeavour to address rough sleeping in the London Borough of Camden. The service, funded by the Department of Levelling Up Housing and Communities and the Greater London Authority, in partnership with One Housing Group and Camden council aligns with the strategic vision to make rough sleeping rare, brief, and non-recurrent in Camden.

The Service Manager will play a pivotal role in implementing a trauma-informed and psychologically sensitive environment at Gray's Inn Road, fostering collaboration with key partners and stakeholders such as Connect Forward, Camden Adult Pathway, In Roads (Substance Misuse Service), and Camden Routes off The Streets, ensuring that a holistic multi-disciplinary model is embedded within the project.

The Service Manager will lead a team of support staff that provides detailed assessments, onward referrals, a Team Around Me (TAM) approach to support, and tailored interventions to individuals facing multiple disadvantages, including homelessness, mental and physical health challenges, trauma, substance use, and contact with the criminal justice system. Although there is not a defined maximum stay, the service is designed to be a 'short-stay' project and will aim to move people on into suitable housing options after 3-6 months.

Accountabilities

Service Delivery and Improvement

- 1.1 To ensure that services are provided in line with the service specification and are responsive to the priorities of the local authority and commissioner
- 1.2 Ensure referral processes are in place to support swift mov-in to the project and move-on, in line with Borough procedures.
- 1.3 Establish processes for ongoing assessment of clients' needs, strengths, and risks, involving internal and external specialists when needed.
- 1.4 Direct the team for consistent, high-quality service delivery.
- 1.5 Ensure each client has a personalised support plan and regular key working sessions.

- 1.6 Maintain effective service operation, adherence to professional codes, and high work standards.
- 1.7 Coordinate team work fairly and efficiently.
- 1.8 Implement continuous improvement to support clients in achieving positive outcomes.

Service Utilisation

- 2.1 Oversee referral process ensuring that the service is responsive to and accommodating of referrals with a wide variety of needs and presenting issues and varying levels of known service history.
- 2.2 Ensure psychologically informed assessments are created and aligned with policies.
- 2.3 Work with stakeholders to minimise delays for clients seeking accommodation.
- 2.4 Prepare residents for suitable onward housing options, including moves to supported housing, alternative temporary accommodation, Housing First, or the Private Rented Sector as appropriate to their individual situation.

Quality and Monitoring

- 3.1 Lead the team in providing a consistent, high-quality and personalised service.
- 3.2 Ensure timely completion of monitoring and reporting requirements.
- 3.3 Attend and prepare for contract monitoring and other forums.
- 3.4 Ensuring the appropriate application of organisational policy and procedure and the appropriate development and control of local procedure

User Participation

- 4.1 Encourage client participation and use feedback for service improvement.
- 4.2 Develop peer support networks within the service and engage people with suitable services in the local community

Partnership Working

- 5.0 Collaborate with Outreach teams for swift client assessments and moves into and out of the project
- 5.1 Work closely with other housing providers, Adult Social Care, Safer Neighbourhoods/police, Benefits Agency/JCP, Outreach, and all other services which benefit both our clients and the Service. Establishing regular liaison with key individuals and attending relevant meetings and Forums.
- 5.2 Develop partnership working with education, training and employment specialists to increase clients level of employability and to establish employment opportunities for residents of the service.

Leading the Team

- 6.1 Actively lead the team for consistent, high-quality service.
- 6.2 Identify flexible approaches for client recovery.
- 6.3 Address team developmental needs through training and supervision.
- 6.4 Ensure appropriate staff deployment based on service and client needs.

Property and Housing Management

- 7.1 Develop relationships for swift room turnaround and maintain safety standards.

- 7.2 Manage licenses effectively and monitor rent and service charge payments.
- 7.3 Conduct regular meetings with the rents and voids team.

Reducing Social Exclusion

- 8.1 Promote social inclusion and recovery through various activities.
- 8.2 Ensure staff actively engage clients in on-site and community activities.
- 8.3 Develop and oversee a full program of recovery-based activities which take place daily
- 8.4 Ensure that co-production and peer support is at the heart of service delivery

People Management

- 9.1 Ensure staff recruitment and induction align with SHP policies.
- 9.2 Manage, value, and develop staff according to policies.
- 9.3 Manage staff attendance and support good team communication.

Financial Management

- 10.1 Adhere to financial procedures and ensure staff compliance.
- 10.2 Ensure the service operates within budget and identify cost-saving measures.
- 10.3 Contribute to the preparation of the annual service budget.

Risk Management

- 11.1 Manage client, visitor, and occupational health-related risks.
- 11.2 Ensure residents have up-to-date risk assessments.
- 11.3 Train and support staff in managing risks.

Health and Safety

- 12.1 Carry out duties in compliance with health and safety regulations.
- 12.2 Attend relevant training for health and safety responsibilities.
- 12.3 Ensure staff are aware of health and safety responsibilities.

Safeguarding Vulnerable Adults

- 13.1 Commit to safeguarding policies and assist staff in protecting clients.
- 13.2 Ensure quality referrals and safeguarding plans are in place.

Information Security & Data Protection

- 14.1 Comply with organisational requirements for protecting information.

Data Quality

- 15.1 Emphasize the importance of data quality for high-quality services.
- 15.2 Ensure staff comply with data quality requirements.

Technical and Professional Know-How required for Effective Performance

1. Experience of leading teams to successfully provide personalised support for vulnerable adults facing multiple disadvantages.
2. High-level understanding of substance use, mental health, homelessness-related laws, and the change process.
3. Capable of managing performance, leading by example, achieving results, and supervising staff effectively.
4. Strong skills in building positive relationships with internal and external stakeholders.
5. Lead in promoting a psychologically informed framework within the service and support a psychological approach within the staff team.
6. Experienced in managing complex and challenging situations with a focus on achieving resolution.
7. Understanding of managing a building with a housing management function and financial acumen for budget oversight.
8. Ability to plan, monitor, and evaluate services for responsiveness and relevance; adept at implementing and managing change if necessary.
9. Proficient in numeracy, literacy, and comprehension to contribute to budget setting, monitor expenditure, and analyse written information.
10. Willing and able to work outside standard office hours, including participation in the on-call manager rota, when necessary.