

<b>Job Title:</b>	Service Manager (Housing First)		
<b>Hours:</b>	37.5 plus out of hours on call	<b>Status:</b>	Permanent
<b>Accountable To:</b>	Operations Manager		
<b>Remuneration: Per Annum</b>	£40,556	<b>Responsible For:</b>	Housing First
<b>Location:</b>	Oxford		

## About Us

We are an open door for people experiencing homelessness whose lives have been shaped by trauma and disadvantage; providing safety, stability and support when it is needed most. We deliver this support across Oxfordshire by providing a range of accommodation with access to high quality support, offering a safe and welcoming space for people to take control of their own.

## Main Purpose Of The Job:

To deliver a high-quality, trauma informed support service to people with complex needs facing multiple exclusions in line with Housing First principles to create long term sustainable tenancies by increasing independence and maximising connectivity with local communities across Oxfordshire.

To take a strategic lead on the development and maintenance of excellent partnership working with all our stakeholders to ensure high fidelity Housing First is delivered.

Ensuring that commissioned contracts are adhered to and KPIs for these contracts are met. In addition, supporting the professional development of staff to develop deliver services and maintain partnerships across relevant sectors.

## Main Areas Of Responsibility:

Working closely with the Operations Manager :

- To lead the Housing First team providing excellent trauma informed support to 40+ Housing First residents in Oxford City.
- To work closely with commissioners on delivery of the service, to develop and maintain strategic relationships with Oxford City Council, housing providers, NHS services, Adult Social Care, Probation and voluntary sector partners
- Provide reflective, trauma-informed supervision and support to staff.
- Lead safeguarding, risk management and multi-disciplinary case reviews.
- Ensure adherence to Housing First fidelity and continuous quality improvement.
- To ensure that Homeless Oxfordshire delivers effective and high-quality support that meets the evolving needs of our residents.

- To deliver a psychologically person centred trauma informed approach across all services.
- To promote the active involvement of service user experience and voice in the delivery, development and monitoring of Housing First.
- To manage the personalisation budget attached to the Housing First.
- Ensuring that commissioned contracts are adhered to and KPIs for these contracts are met
- To support staff to ensure that all services are run safely and compliant with safeguarding.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- To actively look to develop yourself and your team through training and development opportunities.
- To develop, review and improve your services in accordance with the aims and objectives of Homeless Oxfordshire
- To provide reflective, trauma-informed supervision support and line management to direct reports, ensuring they meet all aims, objectives and outcomes, according to relevant policies and procedures,
- Manage complaints and suggestions in line with to Homeless Oxfordshire policies and procedures.
- Ensure your team are aware of and include their residents in engagement and coproduction activities working proactively with the LEAP team.
- Develop and maintain strong internal working relationships to ensure managers and teams deliver high quality services that are reflective of Homeless Oxfordshire's values and address local needs.
- Co-create a positive and inclusive working environment for team members and residents
- Be part of Homeless Oxfordshire on-call rota.
- To cover for other Service Managers if needed.
- Adhere to Homeless Oxfordshire's policies and procedures at all times.
- Undertaking, as required, any other duties compatible with the level and nature of the post.

### **Safeguarding Statement:**

Homeless Oxfordshire is committed to safeguarding and promoting the welfare of all adults, children and young people who are at risk of harm and that come into contact with our services. We believe that all adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount. As a result, we have a robust safeguarding policy to ensure everyone is treated fairly and a whistleblowing policy to enable people raise any concerns confidentially. We expect everyone (staff, trustees, associates, volunteers and anyone working on behalf of the Company) to share this commitment and read, understand and adhere to this policy and related procedures.

### **Equal Opportunities**

We employ people on the basis of their abilities. We strive to attract and develop talent that is representative of our residents and all sections of the society, and do not discriminate based on of age, faith, disability, race, gender, sexuality and socio-economic, regional or cultural background. If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

## Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
<b>Knowledge, Experience, Qualifications, Professional Memberships &amp; Training</b>	<ul style="list-style-type: none"> <li>Established track record of managing, leading and empowering teams</li> <li>An understanding of the needs and experience of working with vulnerable adults</li> <li>Significant experience of working with commissioners to deliver services</li> <li>An understanding and commitment to delivering on Housing First principles</li> <li>Knowledge of voluntary and statutory services available to homeless people and vulnerable adults</li> <li>A excellent understanding of trauma informed approaches</li> <li>Excellent understanding of safeguarding processes and risk assessment methodology</li> <li>A commitment to and an understanding of policies to prevent discrimination and harassment on the grounds of gender, race, age, sexuality or beliefs.</li> <li>Experience of working in challenging environments with the ability to plan, prioritise, organise tasks to achieve results</li> </ul>	<p>An understanding of the needs and experience of working with homeless people</p> <p>An understanding of housing laws &amp; the benefits system</p> <p>Knowledge of Oxford Homeless Network</p> <p>Driving Licence and access to a car</p>	A,I
<b>Communication, Engagement &amp; Relationships</b>	<ul style="list-style-type: none"> <li>Can demonstrate successes in building relationships to gain the cooperation of relevant stakeholders</li> <li>Demonstrate experience of influencing, motivating, persuading, and engaging staff in agreed course of action where there may be significant barriers to overcome</li> </ul>	<p>Experience in working with Mental Health provision</p> <p>Experience of working with drug and alcohol services</p> <p>Experience of working with Registered Providers</p>	A,I

	<ul style="list-style-type: none"> <li>• Able to listen and communicate clearly, encouraging feedback and reflection</li> <li>• Strong conflict resolution skills</li> <li>• Be a role model for your staff</li> <li>• IT literate able to produce regular monitoring reports and reports and store/retrieve information from Homeless Oxfordshire databases and mentor staff in using these databases</li> </ul>		
<b>Analytical, Problem Solving &amp; Judgement Skills</b>	<ul style="list-style-type: none"> <li>• Solution focused with the ability to maintain a positive outlook</li> <li>• Analyse, interpret, and present data to highlight issues and risks to support decision making.</li> <li>• Ability to deal with challenging behaviour</li> </ul>		A,I
<b>Planning &amp; Organisational Skills</b>	<ul style="list-style-type: none"> <li>• Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution</li> <li>• To manage multiple priorities, working under pressure and to tight deadlines</li> <li>• Produce timely and informative reports</li> <li>• Proactively participate in annual reviews for self and for others</li> </ul>		A,I
<b>Standards &amp; Compliance</b>	<ul style="list-style-type: none"> <li>• Ability to produce reports with excellent writing and analytical skills.</li> <li>• Understanding of emerging digital technologies</li> <li>• To be able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR).</li> </ul>		A,I

*This post is part of Oxfordshire's Homeless Alliance. Its members are people with lived experience of homelessness, service providers, and local authorities. The Alliance has come together to end rough sleeping and improve services so that they make a positive difference to the lives of people who are homeless and at risk of homelessness in Oxfordshire. The job description is a broad reflection of current duties and it is not exhaustive. It will be reviewed regularly to reflect priorities and developments as the need arises.*