



Service Manager Job Description

Office base: Buxton or Stoke with regular travel between services spending part of the week in each office.

Salary: £40,000 pa

Working hours: 35 per week, Monday to Friday with flexibility required on occasion to meet the needs of the service. As a Senior Manager this postholder will be expected to participate in out of hours (on call) cover for any incidents.

Reporting to: Chief Executive Officer

Responsible for: Senior Support Workers (and their direct reports)

Key internal relationships: Maintenance Manager, Finance Officer and administrative staff

Key external relationships: Local Authority leads, other providers in the sector

About us

We offer supported accommodation in single and multiple occupancy units across Buxton and Stoke. Our residents have experience of homelessness and may require support with managing independent living, addiction issues, domestic abuse, mental health or past offending which has an adverse impact on their ability to maintain stable accommodation.

We have just reached our 10th anniversary and are about to embark on an exciting period of change. We need a dynamic Service Manager with big ideas and an ambition to turn those into reality. This is a new role created at the start of a new chapter so you will have the opportunity to shape the strategy and to provide leadership to the service delivery teams to achieve our goals.

Purpose of the post.

- Lead and support a team of support workers to deliver high quality support sessions, supporting individuals with multiple disadvantage who are facing homelessness.



- Manage an effective high-performance culture through regular 1:1s, objective setting and appraisals, providing additional support where necessary to overcome challenges and barriers.
- Fulfil all mandatory line management responsibilities (e.g. annual leave and sickness management), providing strong leadership throughout the entire employee life cycle in accordance with the organisation's policies.
- Maintain oversight across all safeguarding matters for the service, leading on engagement with external stakeholders and multi-disciplinary teams, attending case review meetings where appropriate.
- Maximising rental income through proactive management of allocations and rent collection.
- Support the team to take ownership of any rent management matters for residents, helping them to understand the importance of appropriate money management and to take necessary action to avoid arrears.
- Implementing and being a champion for resident involvement: actively seeking feedback, managing complaints and driving improvements.

Duties:

Service Management

- Ensure Support Workers are carrying out planned support sessions with residents in a person-centred way.
- To support staff to manage shared living settings, conflict or anti-social behaviour in properties.
- Ensure staff deliver high quality support services that meets the needs of the residents.
- Ensure risk assessments and risk management plans are in place, monitored and reviewed.
- Provide advice on complex needs, risk assessments and support reviews where required.
- Safeguard vulnerable clients and operate within safeguarding legislation, policies and procedures.
- Monitor outcomes and ways of working against individual support plans.
- Maintain effective monitoring and manage variations in performance to ensure we meet service standards



- Ensure licence conditions are adhered to and to be willing to enforce when necessary.
- Ensure compliance with service outcomes, regulatory and contractual requirements to provide outstanding services.
- Oversee supported accommodation operations, ensuring the team is working in accordance with organisational policies and procedures.
- Provide reports, information and statistics as and when required by senior managers, Trustees and Local Authority leads.
- Foster sound working relationships and promote collaborative ways of working with all internal and external stakeholders and relevant statutory and voluntary organisations.

Staff Management

- Provide day to day line management and support to the Senior support Workers.
- Provide day-to-day support, advice and guidance for the team.
- Maintain regular supervisions with the team, including clinical supervision where appropriate.
- Have regular team meetings, record actions and outcomes.
- To participate in staff recruitment, induction, and training.
- Delivering training in-house and arrange for specific training when required.
- Manage staff absence, including return to work meetings.
- Manage staff performance including conduct, capability and disciplinary proceedings when required.
- Conduct yearly appraisals, and monitor actions set throughout supervisions

Housing management

- Reporting any maintenance issues, refurbishment or decoration needs to the Maintenance team.
- Work with the Maintenance Manager to plan the scheduled work programme and ensure that the teams and residents are kept informed of forthcoming projects.
- Be responsible for raising concerns and breaches of licence agreements, ensuring correct procedures are followed through.

Financial responsibilities

- To be responsible for day-to-day expenditure within an authorised budget.
- Play a key role in ensuring the financial sustainability of the service.



Other Duties

- Maintain good working relations with all stakeholders, engaging with sector networks and attending meetings.
- Encourage a culture of continuous improvement within all areas of work.
- Understand and work within relevant legislation.
- To work in a positive, co-operative, and supportive manner.
- Champion, and celebrate good practice, keeping up to date with emerging evidence about what works.
- Undertake any other duties relevant to this post

Skills and competencies that will help you succeed in this role:

Driver's licence and access to a vehicle is highly desirable. The offices and properties are spread across a fairly wide geographical area and is not well served by public transport.

Experience of working in, or managing in a supported housing setting

Line management experience or familiarity with key processes

Developed IT skills particularly use of Microsoft Office applications, databases (such as case records)

An understanding of the key standards and requirements in supported housing. An up to date understanding of what the future changes that will or may impact our services.

An understanding of Housing Benefit regs to a level sufficient to check claims are accurate and to monitor irregularities, and to understand how to address problems.

An understanding of intensive Housing Management functions including what is an eligible task under Enhanced Housing Benefit.

Have a well developed understanding of person centred approaches. These may be developed from experience of psychologically informed environments, trauma informed approaches, or a specific model which delivers great outcomes for residents

You believe that residents are important, deserve respect and we are their allies. As a result you will have knowledge, skills, experience or just a passion for developing a coherent and meaningful dialogue with our residents and that their voices are represented at all levels of the organisation.