



## Job Description: Service Manager (Female Only Supported Housing)

### About The Connection

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of 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 manage and lead a 24-hour 16-18 bed new therapeutic support & accommodation service for women from across South London who have experienced homelessness and severe and multiple disadvantage. You will lead and develop a team that is focused on building trust through relationships, so that every woman who is supported gets the person-led, trauma and gender-informed support they need in a place they can call home.

You are a dynamic, inspirational and capable leader, who proactively supports and enables the team to utilise their strengths and work collaboratively to meet the different needs and aspirations of the women we support. Your values and practice will align with the Connection's traits – we are **Curious, Safe, Together** and **Motivated**.

You will have the personal credibility to build confidence across several south London boroughs, specialist NHS teams, and the wider community. You will be both strengths-based and solution-focused, maximising and developing partnerships internally and externally to enhance service provision.

It is an Occupational Requirement for this post are open to women only, as permitted under Schedule 9, Part 1, of the Equality Act 2010.

<b>Responsible to:</b>	Director of Services
<b>Responsible for:</b>	Multi-Disciplinary Team including waking night
<b>Liaison with:</b>	Leadership Team and Service Managers, SLaM in-house Psychology team; Fundraising team, South London Boroughs, GLA commissioners & other funders, London & Quadrant Housing Association, treatment, and health services, DWP, etc
<b>Key functions &amp; responsibilities:</b>	<ol style="list-style-type: none"> <li>1. People, Trust, Performance</li> <li>2. Leadership</li> <li>3. Relationships, Influencing and Negotiating</li> <li>4. Quality, Planning &amp; Self Management</li> <li>5. Business Delivery</li> </ol>
<b>Salary</b>	Salary Scale 29 -35 Starting Salary: £41,409 pa
<b>Contract:</b>	Permanent, Full-time position

## Responsibilities

### 1. People, Trust, Performance

- Ensure the effective day-to-day delivery of a person-led, psychologically, gender and culturally informed supported housing provision, ensuring best practice in service delivery.
- Ensure the team is embedding the principles of “The Connection Model” throughout their approach, including in co-production.
- 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 related to health and safety in supported housing.
- Manage, or oversee the management, of volunteers, adding value to the team.

### 2. Leadership

- Manage, support, coach, and develop a high-performing multi-disciplinary team.
- Provide confident, compassionate and proactive leadership - encouraging the team to reflect, learn and continuously improve.
- 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**.
- Deputise for the Director of Services where required

### 3. Relationships, Influencing & Negotiating

- 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. Quality, Planning & Self Management**

- Ensure the team meets core service outcomes, regulatory and funding requirements, including internal quality assurance standards for supported housing.
- Monitor, evaluate and report upon the team's work, using both quantitative and qualitative data collection and analysis.
- Ensure compliance with policies and procedures aligned with regulatory standards.

#### **5. Business Delivery**

- 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 bids and participate in other fundraising activities as required.
- Support the Director of Services to build relationships with funders by providing information, ideas, and material for bids and award nomination.

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

<b>Knowledge &amp; Experience</b>
Extensive knowledge and understanding of the causes of homelessness and the needs of women experiencing homelessness 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, gender, and culturally informed approaches to support women with interconnecting needs
Experience in developing people, through managing, coaching, and motivating the team and addressing difficult staffing situations constructively and fairly
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 in setting and managing a budget
<b>Skills and Attributes</b>
Skills and abilities that demonstrate values-based practice and championing the organisations. cultural values, expectations, and behaviour: Being <b>Curious</b> , promoting Psychological <b>Safety</b> , strengthening relational <b>Togetherness</b> , Maintaining and promoting <b>Motivation</b>
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 new housing and support opportunities for women
Able to deliver high standards in performance management and reporting through monitoring & evaluation and continuously improve service provision
Organised, proactive and able to manage a complex workload with a prominent level of autonomy
Excellent communicator verbally and in writing
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
Ability and willingness to travel to locations across London (central base Clapham)
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