



CAUSEWAY

**Service Manager
-Accommodation**
Candidate information pack





Who We Are

We're Causeway, the UK-wide charity who believes in the power of lasting change. We take people from existing to living, and empower our service users, including survivors of modern slavery and exploitation, to find their voice and place in society. Since 2005, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year.

In 2018, we collaborated with South Yorkshire Police in an initiative called Plan B. This helped to launch the LifeNavigate department. Using a trauma-informed approach, we are fully committed to breaking the cycle of crime, alongside other organisations such as South Yorkshire Police and Merseyside Police. Our vision is to ensure a thriving future for marginalised and vulnerable people, and it would not be possible without our dedicated team of staff and volunteers.

Role Summary

We currently have an exciting opportunity for an Accommodation Service Manager, based in our South Yorkshire region. You will oversee two Coordinators, with the responsibility for 5 safe-house properties in total: To ensure Service Users are supported effectively, staff are managed well, and internal processes and procedures are followed to a high standard, and that all contractual KPI's and standards are met. Where required, you will also play a role in implementing service and system improvements.

Responsibilities

Service Management

- Oversight, line management coaching and support of Coordinators including effective supervisions and annual appraisals.
- Ensure all Service Users are being supported effectively and assist Coordinators with problem-solving and managing incidents, safeguarding issues, and complex cases.
- Ensure all staff are supported and managed effectively by their Coordinators, this includes leave, performance, wellbeing, and training.
- Communicate with the Salvation Army Modern Slavery team where necessary.
- Regular visits to all accommodation sites
- Work collaboratively with People and Culture staff to support and manage staff as needed.
- Organise and run the on-call rota for the service.
- Oversee other services or a team in the absence of Coordinator (ie. Holiday or sickness).

Safeguarding

- Ensure your team works proactively and closely with the Safeguarding Lead to keep all Service Users and Staff safe from harm.
- Ensure that the safeguarding policy and reporting system are strictly adhered to.

Health & Safety / Facilities Management

- Ensure lone-working safety procedures are implemented and sustained.
- Understand H&S standards & requirements and ensure they are monitored and maintained.
- Work closely and collaboratively with the Facilities Manger to raise & remedy H&S issues.

Assurance & Compliance

- Ensure all KPIs and standards are met and tracked by staff including referrals, exits, RNAs, and accommodation standards.
- Ensure all baselines, checklists, audits, and other quality control systems created by the Assurance team are used consistently and processes are adhered to.
- Manage Service User or external complaints with the support of Senior Service manager when necessary.
- Ensure all month-end procedures are followed by staff, and information submitted effectively.
- Manage all performance issues raised by the Assurance team effectively and proactively.
- Ensure the Service is prepared for internal or external inspection & auditing from CQC, The Salvation Army, etc.

Stakeholder Engagement

- Work closely with the Head of Service in developing local partnerships and networks.
- Represent Causeway externally at events.
- Proactively engage in Networks and Forums you are assigned to.

Financial Control

- In collaboration with the Senior Service Manager ensure spending is in line with the MSVCC

- contract, policy, and budget.
- Communicating with the finance team appropriately with regards to month-end, financial requirements for the service, and problem-solving.
- Sign off expenses and spend in-line with expenses policy.

Training, Learning, & Development

- Support other Services & Innovations e.g. LifeLink & Bright Future.
- Support the work of the Communication and Business Development & Fundraising Department as requested.
- Develop and deliver training in conjunction with the People & Culture team.

Organisational Responsibilities

- To take the lead on any new projects that may take place asked to do so by LM.
- To support any regional events such as staff meetings, training, external events etc.
- Attend relevant team meetings management meetings, and local team meetings.
- To maintain and build the Causeway culture and values across the staff team in the region.
- To be 'on-call', out of hours approximately one week in three/four - managing and accepting referrals and dealing with out-of-hours incidents.

Any other duties that are commensurate with the role;

Essential Qualifications, Experience and Skills

| AREA | ESSENTIAL | DESIRABLE |
|---|--|--|
| <p>Education, qualification and training</p> | <ul style="list-style-type: none"> • Degree-level qualification or equivalent vocational experience • An appropriate Enhanced DBS check. • An understanding of Human Trafficking and Modern Slavery | <p>Additional Specialist Qualifications in:</p> <ul style="list-style-type: none"> • Health & Safety • Safeguarding • First Aid |
| <p>Experience</p> | <ul style="list-style-type: none"> • Recent experience and demonstrable understanding of working with marginalised and vulnerable people. • Experience in multi-agency working and cross-functionally. • Good understanding of change management processes. • Experience in effective performance management of others. • Recent experience in managing health & safety in an accommodation setting • Recent experience managing safeguarding of vulnerable people in an accommodation setting | <ul style="list-style-type: none"> • Experience in accommodation management within the NRM • Facilities management experience |
| <p>Skills</p> | <ul style="list-style-type: none"> • To be able to maintain confidentiality and to accurately record keep and write reports. • To manage a varied task list and the ability to prioritise tasks and work to set deadlines • Attention to detail • An excellent level of administrative skills • Confident and effective in the delivery of training • Can motivate and lead a team | <ul style="list-style-type: none"> • Knowledge of Local Authority and Asylum Support systems. |
| <p>Personal Attributes</p> | <ul style="list-style-type: none"> • To be flexible and have a willingness to adapt to change alongside the role and demands of a forward-moving charity. • To speak well of Causeway, service users, and other team members. • Passion for helping people and vision and mission of Causeway. • A passion for supporting marginalised and vulnerable people • To be reliable, punctual, and maintain confidentiality. • Leadership qualities | <ul style="list-style-type: none"> • To have professional goals and want to pursue professional development. |

If you have any questions regarding this vacancy, or if you would like to request this information in a different format, please email people@wearecauseway.org.uk and we will be happy to help.

    @CausewayCharity

www.wearecauseway.org.uk

Causeway (UK) is a company limited by guarantee registered in England and Wales (no. 5396512) and a registered charity (no. 1110314)