



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

---

<b>Job title:</b>	Women's Service Team Manager
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	Camden Adult Pathway
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	Frontline Staff, Volunteers and Peer Mentors

---

## Job purpose



To assist and support the service manager in providing management of a high support accommodation service for women with complex needs, including mental health problems, substance use issues, VAWG, DV, dual diagnosis and other support needs.

Ensuring all aspects of the service are trauma and gender informed, delivered to the highest standards, and are fully compliant with our organisational values, contractual requirements, and best practice standards, to safeguard that client's needs are individually and collectively met.

The approach is psychologically informed with a focus on harm minimization, women's mental and physical health and working with individual strengths and recovery framework.

In conjunction with the Service Manager, whilst working within the Framework and reflecting current good practice, lead a busy team in delivering a high quality individualised assessment and support service to people with a range of complex and enduring needs. Particularly in relation to mental ill-health, substance misuse, offending, street activity, antisocial behaviour and rough sleeping.

In conjunction with the Service Manager, by holding direct line management duties, be responsible for the deployment of all project and support staff to include volunteers and peer mentors.

Deputize for the Service Manager as directed.

---

## Key accountabilities



### Service Delivery And Development

- Lead daily team operations to deliver consistent, high-quality client support, ensuring each client has a personalized support plan with regular key working.
- Support the Service Manager in upholding standards of professional conduct and quality work practices, fostering a collaborative, client-centred service.
- Guide staff in providing interventions within a Psychologically Informed Environment, following a Strengths and Recovery Model and Harm Minimisation approach.
- Drive continuous improvement initiatives to support clients in achieving positive, sustainable outcomes, ensuring access to essential resources.
- Develop and integrate volunteer contributions to enhance client support and meet wider service needs.

### Service Utilisation and Housing Management

- Maintain positive relationships with referral agencies and oversee effective referral processes, including interviews, assessments, and client onboarding.
- Manage voids to ensure maximum service utilization and income, turning around spaces promptly and identifying appropriate move-on opportunities.
- Ensure the property is well-maintained, with efficient housing management practices that deliver value for money.

### Quality and Monitoring

- Oversee the delivery of consistent, trauma-informed, and recovery-focused support, ensuring each client has an individualized plan and risk assessment.
- Contribute to timely organizational and statutory reporting, aligning with established standards and deadlines.

### User Participation

- Encourage and facilitate resident participation and feedback to ensure client insights directly contribute to service improvements and positive change.

### Partnership and Multi-Agency Working

- 
- Represent the project and organization in multi-agency settings, fostering effective partnerships that benefit SHP and our clients.
  - Work closely with SHP staff across teams to identify and share best practices, promoting a holistic approach that involves relevant professionals and agencies.

### **Team Leadership and Development**

- Collaborate with the Service Manager to provide direction and support to the team, ensuring responsive, high-quality service delivery.
- Implement flexible client engagement strategies to best support recovery, and promote strong communication, morale, and conflict resolution within the team.

### **Promoting Social Inclusion**

- Ensure the project supports social inclusion, offering clients access to income maximization, educational activities, training, volunteering, and health initiatives.
- Encourage staff to proactively engage clients with activities within SHP and the broader community, creating on-site opportunities for group work and skill-building.

### **Safeguarding and Risk Management**

- Ensure all staff are trained and committed to safeguarding vulnerable adults and children in line with SHP policies.
- Support risk management by overseeing thorough client risk assessments, and enabling staff to work effectively with high-risk cases while adhering to SHP's framework.

### **People and Financial Management**

- Recruit, develop, and manage staff and volunteers, fostering a high-performance team and encouraging their growth within SHP's policies.
- Manage staff leave and attendance in line with organizational policies, and support the Service Manager in ensuring service operations are within budget.

### **Health and Safety and Compliance**

- Ensure all team members adhere to SHP's Health and Safety protocols, including completing necessary training.
- Uphold information security and data protection standards to safeguard confidential client information.

---

## Other Responsibilities

- Be adaptable to evolving organizational needs, performing additional tasks to support operational efficiency.
- Foster an inclusive culture where clients and colleagues feel safe and empowered to reach their full potential.

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position



**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- Demonstrable experience and knowledge of complex issues effecting women including DV, VAWG, Mental Health, Women's Health and Substance Misuse.
- Experience of, or a strong awareness and understanding of staff and service management and the ability to lead, motivate and develop the skills of both staff and service users, and to motivate and manage a quality service committed to achieving excellence.
- Experience and an in-depth understanding of the range of issues involved in the delivery of quality services to a chaotic and slow to change client group with complex and enduring needs around poly substance use and an ability to provide flexible and client centred solutions to problems of behaviour.
- A high level of knowledge of the following: the cycle of change, strengths and recovery model, harm minimisation, intervention and engagement strategies and informed environments.
- Understanding of Housing Management and compliance, especially in relation to License Agreements, Excluded License Agreements and Assured Shorthold Tenancies.

## **Skills and Abilities**

- Strong networking skills, and proven ability to build positive working relationships with internal and external stakeholders, including those with statutory services, in order to establish or improve services to service users.
- The ability to respond calmly to crisis and deal promptly, effectively, safely and creatively to complex and challenging situations. Experience of managing complex and difficult situations in relation to the provision of service to people presenting with a varied range of needs, including substance use, mental health, dual-diagnosis, personality disorders, physical disability and learning difficulties.
- A demonstrably high level of numeracy, literacy and comprehension in order to be able to contribute to budget setting, monitor expenditure, write reports and review, analyse and extract from written information alongside the Service Manager.