

Job Title:	Service Manager
Department:	Supported housing team
Work Hours:	37.5
Reporting To:	CEO
Responsible For:	Senior Project Workers and Project Workers
Salary:	£40,221 – £45,441 (dependent on experience)

ROLE PROFILE

<p>PRIMARY OBJECTIVE OF THE ROLE</p> <p>As a Service Manager, you will continuously enhance the quality and best practices of our services, supporting individuals who have experienced homelessness and face a wide range of social and health challenges.</p> <p>In this role, you will work closely with our new CEO and as a key part of the Senior Management Team (SMT) to develop and implement Threshold’s strategic and business plans. You will report directly to the CEO and the Board of Trustees, providing insights and updates on our progress. This position has a particular focus on supported housing and community-based services. You will play a critical role in the development of service delivery, activities, and programs, and ensuring good outcomes for service users.</p>
<p>OUR MISSION:</p> <p>To end homelessness. To help vulnerable people create a better life and independence.</p>
<p>OUR AIM:</p> <ul style="list-style-type: none"> ▪ To prevent homelessness in Swindon ▪ To alleviate the associated social exclusion of homelessness and actively assist recovery from its effects ▪ Influence policy that affects homeless and socially excluded people
<p>KEY DUTIES:</p> <p>Strategic</p> <ul style="list-style-type: none"> ▪ Oversee an effective, trauma-informed and strengths-based supported accommodation service ▪ Ensure the strategic and operational delivery of all Threshold’s accommodation services ▪ Oversee Threshold’s rent and service charge review and setting process ▪ Develop positive and effective relationships with partner organisations ▪ Lead and manage the supported accommodation team, developing a positive team culture ▪ Work closely with the Operations and Social Impact Manager to develop and implement a housing management plan <p>Operational</p> <ul style="list-style-type: none"> ▪ Act as Threshold’s Designated Safeguarding Lead (DSL) ▪ Provide data and prepare reports for all accommodation provision ▪ Take action to minimise voids ▪ Ensure rents are collected

- Manage staff recruitment and appointments
- Ensure staff receive regular supervision and appropriate support
- Organise and deliver training for staff and volunteers
- Review policies and procedures governing referrals, assessment and the rights and duties of residents as necessary
- Ensure housing management plan includes policies relating to safeguarding, health and safety, risk assessments, fire safety, food hygiene and reporting of accidents
- Ensure that protocols are in place so that record keeping and operational practices are to a high professional standard
- Attend strategic meetings with the local authority and other partners
- Ensure effective management of expenditure
- Ensure on-call is covered for accommodation services

PERSON SPECIFICATION

Qualification and Experience

- Understanding and/or experience of working with people with complex backgrounds, ex-offenders, mental health, substance misuse, challenging behaviours
- Experience of working with and engaging with diverse groups of people from varying background
- Previous experience in people management and development
- Experience in negotiating and acquiring collaborative working

Skills and Abilities

- IT Proficiency, including Microsoft Office, and the ability to navigate and learn new case management systems and other types of organisational software
- Understanding and/or practical knowledge of the social exclusion that can be attached to people with mental health issues, addiction, exploitation, homelessness and within the criminal justice system
- Ability to promote the service and provide outreach-based provision, with an ability to liaise and work effectively in partnership with stakeholders
- Ability to follow organisational policies and process in line with internal and external governance
- Ability and willingness to work flexibly to the needs of the organisation and residents
- Understanding, knowledge, and/or practical application of key legislation – equity, diversity, and inclusion, housing, mental health, criminal justice, social care, and health, safety and environment
- Understanding of housing management, including voids and evictions
- Full current driving license

Personal characteristics

- Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others
- Ability to influence and negotiate positive outcomes with others
- Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative
- Ability to work with confidential information, maintain accurate records and write accurate reports
- Cultural awareness, self-awareness, and ability to identify personal growth areas and take feedback
- Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism

- Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others

Desirable

- Experience of impact analysis, data collection and analysing
- Understanding of how local authorities and integrated care boards identify needs for services and commission them