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| **Job Profile** | |
| **Job Title** | **Support Services Team Manager** |
| **Hours per Week** | 24 |
| **Salary** | Up to £28, 169 pro rata |
| **Responsible to** | Head of Housing Services |
| **Responsible for** | Staff working for: Housing Matters, Rutland Community Wellbeing Service and Supported Lettings |
| **Service/Team** | Senior Leadership Team |
| **Job Number** | HSS-HR-006 |
| **Base/Location** | 38 Leicester Road, Loughborough, LE11 2AG |

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| **Job Purpose** |
| The role of the Support Services Team Manager is to provide day to day leadership and support to the Support Services Team and to support Head of Housing Services with the monitoring and development of the Support Services. You will ensure that all of the work undertaken within the Support Services is compliant with the contractual obligations of the funder, whilst implementing and monitoring quality standards and continually improving the quality of our services. |

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| **Main Duties and Responsibilities** |
| **Operational Responsibilities** |
| * To provide strong leadership and support to the Support Services Team * To ensure the team provides effective and efficient high-quality Support Services * To contribute to the identification of housing and homelessness needs across the region * To research best practice in the field and ensure relevant ideas, principles and procedures are put into place * To actively promote services to all potential referrers through external forums, presentations and other networking opportunities * To ensure that the services meet the contractual obligations of all funders * To assist the Head of Housing Services with the development and ongoing improvement of the Support Services * To assist the Head of Housing Services with ensuring that accurate records are maintained, in accordance with the relevant funders * To deliver an ethos of continual improvement * To support the Head of Housing Services to design and implement systems to gather qualitative and quantitative information to assess need, monitor quality and demonstrate impact * To ensure that the service meets its performance targets and to complete quarterly monitoring returns for funders * To work closely with Social Care Services and other agencies if there are issues around the safety of children or a vulnerable adult |
| **Supervisory Responsibilities** |
| * To lead on the recruitment of new Support Services staff, in conjunction with Head of Housing Services * To be responsible for the induction of newly appointed members of the Support Services Team * To provide regular formal supervision sessions, case file reviews and observations, monitoring staff development and providing feedback, advice and guidance * To provide formal appraisals to staff * To identify training and development needs of staff * To provide advice and case direction to staff on complex cases, as required * To provide case management to staff with regards to safeguarding concerns * To authorise time sheets and annual leave for all members of the Support Services Team. * To ensure that the referrals and enquiries for the Support Services Team are managed and dealt with appropriately * To facilitate regular team meetings * To effectively deal with the investigation and resolution of complaints up to and including Stage 2 of the organisations Complaints, Compliments and Comments Procedure * To authorise Training Requests, in accordance with the Training Continuing Professional Development Policy * To ensure that appropriate referrals are made to Children’s and Adult Social Care Services in relation to safeguarding * To support the facilitation of Client Involvement (such as consultations) * To deputise for the Head of Housing Services |
| **General Organisational Duties** |
| * To comply with, and adhere to, The Bridge’s Quality Management System (QMS) * To take responsibility for producing your own correspondence * To engage with, and contribute in, your own Training and Continual Professional Development * To embed and exhibit The Bridge’s Values and Ethos in your work * To take responsibility for your own health and safety and that of others, in line with The Bridge’s Health and Safety Policy * To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge |
| **Special Factors** |
| * This role is required to work occasional evenings and weekends * This role requires a full driving licence and a car |

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| **Person Specification** |

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) and/or Presentation (P).

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| **No.** | **Criteria** | **A** | **I** | **T** | **P** |
| 1 | A minimum of 1 years’ supervisory experience within a small to medium sized charity | X |  |  |  |
| 2 | Thorough knowledge of voluntary and statutory housing, health and social care sectors | X |  |  |  |
| 3 | Experience of developing and managing services and contracts including liaising and working with voluntary and statutory sector organisations to develop partnerships/networks | X |  |  |  |
| 4 | Good working knowledge of benefits, housing, homelessness, money management and safeguarding children/adults at risk | X |  |  |  |
| 5 | A high level of written and verbal communication skills | X | X |  | X |
| 6 | Experience of developing a high performing workforce | X | X |  |  |
| 7 | Knowledge of Housing and Homelessness legislation and the issues associated with homelessness | X | X |  |  |
| 8 | Significant proven experience of safeguarding processes and issues | X | X |  |  |
| 9 | Good working knowledge of supporting vulnerable people | X | X |  |  |
| 10 | The ability to communicate, negotiate and influence appropriately with a range of internal and external stakeholders | X | X |  |  |
| 11 | The ability to set up and implement complex monitoring and evaluation procedures which demonstrate impact across all service areas. |  | X |  |  |
| 12 | The ability to work on your own initiative and manage multiple tasks within a pressured environment |  | X |  |  |
| 13 | The ability to evaluate case records or observe case work and community clear guidelines and gaps in knowledge |  | X |  |  |
| 14 | The ability to performance manage the service ensuring it meets performance targets |  | X |  |  |
| 15 | The ability to deputise for the Head of Housing Services |  | X |  |  |
| 16 | A high-level commitment to and understanding of Equal Opportunities and the ability to counter discrimination |  | X |  |  |
| 17 | A high-level commitment to ensuring that The Bridge (East Midlands) values are embedded in your day to day work |  | X |  |  |

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| **Document Control** | | | | | |
| **Prepared by** | Lauren Norton | | | **Date** | 21.05.2019 |
| **QMS Document No.** | | HSS-HR-006 | **Version** | v2.2 | |