



<b>Job Title:</b>	Supported Housing Services Manager	<b>Job Category:</b>	Care and Support
<b>Department/Group:</b>	Client Services	<b>Job Code/Req#:</b>	CS/02
<b>Location:</b>	East London	<b>Travel Required:</b>	Travel Required
<b>Level/Salary Range:</b>	£40,000- £40,800 after completion of probation	<b>Position Type:</b>	Full Time 40 Hours Per Week
<b>Reports To</b>	Assistant Director Client Services	<b>Date Posted:</b>	10.09.2020
<b>Responsible For</b>	Managers	<b>Posting Expires:</b>	21.09.2020
<b>External Posting URL:</b>			
<b>Internal Posting URL:</b>			
<b>Applications Accepted By:</b>			
<b>EMAIL:</b> To Tanou Diallo <a href="mailto:tdiallo@prha.net">tdiallo@prha.net</a>	<b>MAIL:</b> Tanou Diallo, Providence Row Housing Association London, E2 0EA		
<b>Projects Aims and Objectives</b>			
As a senior member of PRHA's Operational Management Group you will be responsible for three of our homelessness services .You will have direct responsibility for contract management for Daniel Gilbert House (DGH) and oversee the managers of 2 of our other homelessness schemes.			
<b>Main areas of responsibility</b>			
<ol style="list-style-type: none"> <li>1. To oversee the managers of two services for people with complex support needs, of which one is part CQC registered (currently awarded Outstanding).</li> <li>2. To provide leadership, guidance and support to PRHA's supported housing and develop a dynamic team of multi-disciplinary support experts, ensuring that managers/service leads and their teams understand PRHA's strategy, aims, culture and values.</li> <li>3. To oversee the wellbeing, safety and personal development of PRHA residents /guests and relevant staff.</li> </ol>			

4. To ensure that services meet the requirements of the service specifications and are responsive to the priorities of commissioners and other key stakeholders.
5. Work with stakeholders to ensure the project is a valued community resource to neighbours, commissioners and our guests.
6. To monitor the performance of services and staff, through audit and evaluation, ensuring that they achieve targets, and identify and implement service improvements.
7. To ensure that resident empowerment and psychologically informed environments are at the center of all services.
8. To fulfil the organisational lead role with responsibility for overseeing the safeguarding of adults.
9. To assist in the creation, reviewing and implementation of systems, policies and procedures.
10. To ensure effective service provision through cross-departmental working.
11. To be responsible for the day to day operation of a number of supported housing/support services through supervision, appraisal and management of their project managers/ leads and case management review.
12. To work with managers to ensure accurate recording, reporting and monitoring of performance.
13. To ensure that all contract monitoring and other commissioner requirements are met.
14. To review performance against targets (including budgets and other financial targets) and identify and deliver action plans to meet required standards and achieve continuous improvement.
15. To contribute to and lead on departmental and organisational team meetings and working groups.
16. To effectively manage PRHA's complaints procedures and ensure learning from complaints.
17. To ensure that PRHA's confidentiality and data protection policies including information security breach reporting requirements are complied with.

18. To ensure that PRHA's health and safety policies and procedures are complied with and that risk assessment and risk management are a high priority in all schemes including incident management, recording and reporting.
19. To provide management support at schemes in managers' absences.
20. To provide senior management on-call for PRHA services in collaboration with colleagues (payment for on-call is included in salary).

#### **External relations**

21. To liaise with a wide range of external stakeholders and partners and ensure good working relationships
22. To liaise closely with external agencies to establish effective partnership working, agree service level agreements and joint working protocols, facilitate in-reach services and develop shared learning.
23. To represent PRHA at external meetings and provide feedback.

#### **Continuous Improvement**

24. To work with managers to ensure that any necessary training, systems and procedures are implemented and that teams are well led, supported and motivated.
25. To contribute to the development of organisational systems, policies and procedures.
26. To contribute to the planning and delivery of training for staff and residents.
27. To contribute to the strategic and business planning processes.
28. To audit and provide reports on scheme activities. To review and analyse information, to contribute to meeting targets and reporting statistical information both internally and externally.
29. To lead managers in reviewing incidents, safeguarding reports and complaints ensuring that the learning is incorporated into the continuous improvement plan and policy framework.

#### **Strategic**

30. To assist with the process of tendering for new business, where appropriate.
31. To ensure full compliance with support contracts including workbooks and attend contract monitoring meetings.

32. To keep abreast of and, where appropriate, research good practice, law and other issues relating to the post holder's area of responsibility.

**Other**

33. Where appropriate, to deputise for the Assistant Director of Client Services and provide support to other departmental managers.

34. Any other duties commensurate with the level of responsibility, which may from time to time, be required.

**Person Specification Competencies Essential**

1. Experience of successfully managing team managers across a range of supported housing services funded through adult social care contracts.
2. Experience of providing strong leadership to teams to provide high quality services that are continuously improving
3. Experience of providing support and guidance to staff in relation to safeguarding and in reporting and managing safeguarding alerts
4. Experience of developing productive working relationships with external stakeholders especially commissioners and statutory agencies
5. Experience of achieving service improvement through reviewing and auditing services , monitoring performance information and processes
6. Experience of achieving changes to service delivery and team culture
7. Experience of developing and reviewing policies, procedures and systems within a supported housing environment/tenancy sustainment services.
8. A proven track record of problem solving.

**KNOWLEDGE, SKILLS AND ABILITIES**

9. Knowledge of housing, social care, mental health, welfare benefits, safeguarding and data protection legislation, statutory frameworks and relevant client groups.
10. Knowledge of adult social care contract requirements.
11. Ability to develop productive working relationships with commissioners, other departments, staff and service-users
12. Ability to recruit, lead, motivate and manage teams to provide high quality resident focused services and achieve performance targets/work plans
13. Ability to set personal and team objectives/targets and review/evaluate performance



- 14. Ability to support teams to achieve positive , person-centered and innovative outcomes with residents
- 15. Ability to assess and manage risk in a supported housing environment
- 16. Ability to review and audit services and processes to effect service improvement
- 17. Ability to communicate effectively with residents , staff and agencies verbally and in writing
- 18. An organised approach to work: able to prioritise, project plan, delegate and plan to meet deadlines
- 19. Computer literate and able to use database and relevant Microsoft Office packages.
- 20. Ability to collate statistics and produce reports.

Reviewed By:	Mary Kneafsey	Date:	09.09.2020
Approved By:		Date:	
Last Updated By:		Date:	