

Providence Row Housing Association

ROLE TITLE	Service Manager (Complex Needs)
DEPARTMENT	Edward Gibbons House Recovery Hub (EGH) Client Services
RESPONSIBLE TO	Supported Housing Manager
RESPONSIBLE FOR	Staff and Residents at EGH
PROJECT AIMS AND OBJECTIVES	Edward Gibbons House is a CQC registered recovery hub providing accommodation and support to high needs homeless men with substance dependency needs. Within a Psychologically Informed Environment residents are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to abstinence based service, lower support accommodation, or specialist care home.
ROLE PURPOSE	To be responsible for leading the service ensuring that it meets the contract outcomes and delivers a high quality personalised service to hostel residents. To be guided by regulation and best practice ensuring the service sustains its CQC outstanding rating. Meeting PRHA's service standards, aims, objectives and performance targets.
Main areas of responsibility	
<p>Service Delivery</p> <ol style="list-style-type: none"> 1. To manage the service and lead its development. Creating a caring, person centred, recovery focused, safe, and effective service within the framework of a Psychologically Informed Environment (PIE) and Trauma Informed Care (TIC). 2. To ensure that the hostel offers a clean, safe, warm, welcoming, and engaging environment. Offering a range of appropriate in-reach specialist surgeries, drop-ins, activities and meetings. 3. To support the team to develop supportive and trusting relationships with our 	

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residents. Many of whom have high needs: substance misuse, dual diagnosis, brain damage, childhood trauma, physical disabilities, dementia, etc.

4. To ensure that needs assessments, support plans, risk assessments and multi-agency risk management plans are in place for all residents, and regularly reviewed and updated on the database. To set up and lead multiagency case conferences for high risk cases, developing multi-agency plans to ensure that they receive appropriate care, support, and treatment.
5. To ensure new referrals are assessed and interviewed promptly, making decisions on acceptance of high risk cases, whilst ensuring that voids are kept to a minimum. And, that all residents have a realistic move on plan, and throughput is maintained.
6. To ensure residents are safeguarded from abuse and safeguarding concerns are promptly alerted to Social Services, CQC, PRHA's senior management, and VACT. To sustain and develop the team's knowledge of, and practical experience with, Mental Capacity Assessment.
7. To ensure vulnerable residents are monitored, and that missing residents are identified and reported according to the service procedure. And that the wellbeing of residents at risk is monitored ensuring that spiritual, health and care needs are met, and rooms maintained to a reasonable standard.
8. To ensure effective incident and risk management systems are in place, with staff trained to respond, prevent and deescalate incidents, and report and record them appropriately, Whilst minimising emergency service callouts and the impact on the community. To ensure debriefs and learning take place after serious incidents, and regularly analyse them for patterns.
9. To respond to out of hours emergencies as part of the 'on call' management rota, giving phone guidance or attending the site if required.
10. To ensure that the building is maintained to a high standard and that PRHA's Health and Safety policies and procedures are followed, including room, Covid, fire equipment, and building checks.

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11. To ensure residents are assisted with managing their money and medication, strictly adhering to CQC and PRHA's Finance Regulation and Policies.
12. To effectively manage a team of 25 staff ensuring that they are supervised, trained, coached and supported to be competent and effective. When appropriate grievances, disciplinary and sickness absence policies and procedure will be followed with guidance from HR.
13. To lead on stakeholder liaison, developing professional relationships and protocols with a wide range of internal and external partners and stakeholders including CQC, HOST, VACT, Safer Neighbourhoods team, Probation, Health, Social care and Substance Misuse agencies.
14. To develop liaison arrangements with police, neighbours, Safer Neighbourhoods teams and local businesses to ensure that ASB is tackled and the hostel is seen as part of the community.
15. To manage the service finances effectively. Ensuring that rental and service charge income is maximised and expenditure is controlled and accounted for.

General

16. To monitor performance against the VACT contract, ensuring that all KPI's and targets are met, reports created, audits conducted and action plans delivered.
17. To use IT systems accurately to communicate, record and monitor service performance. Complying with GDPR and AIS.
18. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations.
19. To ensure Equal Opportunities are embedded in all aspects of the hostel practice, ensuring that residents' diversity and cultural needs are respected, and discrimination or harassment is challenged.
20. To maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.

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21. Carry out other duties as may be reasonably required from time to time.

KNOWLEDGE/SKILLS/EXPERIENCE/COMPETENCIES

Essential

1. Knowledge, empathy, understanding and proven ability to work creatively and engage homeless people whose alcohol/ drug misuse/ complex trauma has had significant effect on their physical and mental health, social and coping skills .
2. Knowledge and experience of developing and delivering a CQC registered service. Completing CQC reports and assessments to a high standard.
3. Ability to assess needs and risks (within a framework of positive risk taking) and monitor user led support and risk management plans.
4. Solid Experience of Staff management, with skills in leadership, coaching & negotiation combined with knowledge of employment law and good practice.
5. Expertise in substance misuse, health and care issues and ability to disseminate good practice to staff especially medication management, substance misuse, mental health, etc.
6. Ability to develop professional relationships, share expertise and learn from colleagues in health, social care, probation and voluntary sector, develop SLA's and protocols with external and internal partners, working collaboratively to ensure that integrated support services are provided for residents.
7. Ability to respond to emergencies and challenging behaviour, in and out of hours, in a safe way.
8. Knowledge of and commitment to service user involvement, self empowerment, equalities, diversity and service improvement.
9. Good understanding of the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to ensuring staff are able to work within this model.
10. Knowledge and understanding of Health and Safety legislation and ability to embed systems and undertake risk assessments including dealing with emergencies and working alone Including a willingness and ability to support personal care where the service user is at risk.
11. Ability to implement policies and procedures, standing orders and financial regulations