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Job Information Pack Head of Adult Housing

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: **Head of Adult Housing**

Reports to: **Executive Director of Operations**

Background

Are you passionate about making a difference to the lives of individuals who are experiencing, or have experienced homelessness? Do you have experience in leading a complex and varied team completing work which is full of challenge and celebration?

Our Head of Adult Housing is an established role which oversees the delivery of housing services for our Adult Housing customers. This includes prevention work, alongside having responsibility for a young person's service situated in Devon.

This role has the responsibility, and privilege, for all aspects of YMCA Dulverton Group's Adult Housing and support service delivery. You will drive this delivery forward, ensuring outstanding performance, inspiring your teams to develop in knowledge and practice, alongside maximising their potential to deliver cutting edge service delivery for housing customers.

This position is part of the Senior Leadership Team and will have responsibility for supporting the development of YMCA Dulverton Group as we expand and grow.

Purpose

The Head of Adult Housing will lead and manage the delivery of different adult housing lettings, customer service and tenancy sustainment across YMCA Dulverton Group through:

- Delivery of outstanding performance
- Providing adult housing and support services that meet, and exceed, contractual requirements
- Provide adult housing and support services that are high quality, and exceed the expectations of YMCA Dulverton Group
- Maintain and improve occupancy levels
- Oversee and develop the service offer of YMCA Dulverton Group in relation to adult accommodation services

As the Head of Adult Housing you will, through the management and operation of our adult housing services offer, aim to help our housing customers develop interdependent living skills, to be involved in decisions regarding their lives, provide opportunities and platforms for positive change, and, contribute to their local community.

Main Responsibilities

Corporate

- Responsible for overseeing delivery of Adult Housing services, including Outreach and prevention work within the YMCA Dulverton group housing offer.
- Responsible for all aspects of YMCA Dulverton Group's adult housing and support service, including driving the delivery of outstanding performance, developing and inspiring teams to develop and maximise their potential to deliver cutting edge service delivery for customers.
- Responsible for ensuring all aspects of YMCA Dulverton Group's adult housing and support service is safe, including health and safety and safeguarding.
- To maintain knowledge of YMCA Dulverton Group's operating environment.

Housing Operations

- Jointly working with the Head of Young Peoples Services, you will develop the Adult Housing services, ensuring that practice and service development is underpinned by up-to-date knowledge and expertise.
- To ensure that Adult Housing and support services contractual requirements are delivered to the standard and quality expected by YMCA Dulverton Group and in line with regulatory, legal and contract requirements, including monitoring and reporting.
- Ensure our standards of accommodation are met at all times.
- Ensure appropriate staffing levels are met at all times.
- Ensure that YMCA Dulverton Group's standards of provision for housing support of adults is met at all times and all services adopt YMCA Dulverton Group's 'More Than a Room' approach at the core of their delivery.
- Direct line management responsibility for managers delivering housing services for adults, plus Devon provision. Providing consistent and regular contact with housing managers who deliver connected projects on a day-to-day basis to ensure operations are running smoothly, providing a solution-focused approach to any areas of concern.
- Ensure that recruitment levels within adult housing services are maintained.

- Ensure that all staff within your teams have supervisions which are development focused as well as organise training to meet the needs of your workforce.
- To implement service improvement programmes focused on key performance targets.
- To develop, build, and, maintain relationships with external partners and stakeholders.
- To ensure that adult housing and support services are responsive to the needs of YMCA Dulverton Group's customers and partners, and operate professionally.
- To ensure occupancy levels are maintained, and exceeded within the adult provision housing service, meeting our occupancy target of 91%.
- Oversee and develop the service offer of YMCA Dulverton Group in relation to adult accommodation services.
- Ensure that our adult support services are 'contract' ready, always adopting a prevention approach.
- To liaise with Head of Young Peoples Services to ensure all objectives are met for housing, as a whole. This includes, though not limited to, our Tenant Satisfaction Measures, annual reporting, and central policy, procedure and practice reviews.
- To work jointly with Head of Young Peoples Services to ensure the key central functions that serve the whole of housing work effectively, in particular the night service and Duty Cover Manager function.
- Lead YMCA Dulverton Groups response effectively in connection to a Major Incident.

General

- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing a budget ensuring that value for money is achieved in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Contribute as part of the Duty Cover backup team, out of hours, on a rota basis.
- Any other duties consistent with the responsibilities of the post at the request of the Executive Director of Operations, CEO or representative.

Person Specification

Qualifications and Experience

- Experience of working within the supported housing sector.
- Suitable management/leadership qualification, would be advantageous.
- Senior management experience.
- Experience of developing high performing teams and managers.
- Experience of developing new service models and marketing new ideas at a strategic level.
- Experience of developing and reviewing policies and strategies.
- Experience of working in a fast-paced complex environment.

Knowledge, Skills, Abilities

- A practical understanding of existing and pending legislation, relevant policies and issues to contribute fully and support the Executive Director of Operations in developing the strategic direction of the Housing section of our charity.
- Excellent communication, interpersonal and presentation skills.
- Excellent organisational skills.
- Ability to produce reports, spreadsheets and presentations using computer programmes.
- Excellent financial management and budgetary control skills.
- Knowledge of supported housing sector management and operations.

Personal Qualities

- A confident professional with integrity, discretion and the ability to develop trust with staff and managers at all levels.
- Energetic, flexible, responsive and willing to be hands-on.
- Committed to providing a service that makes a difference.
- Commitment to YMCA Dulverton Group's Values.
- Well organised, with the ability to manage multiple projects and work streams as well as ad-hoc responsive tasks, balancing a range of priorities and deadlines.
- Able to work on own initiative and as a member of a team.
- Professional and consistent approach to work and maintenance of standards.
- Strong negotiator and influencer.

Other requirements

- May be required to attend occasional evening meetings.
- Have a driving licence and access to a car.
- Out of hours support to duty cover, on a rota system.

Main Terms of Employment

Salary:	£41,000 - £47,000 dependent on experience.
Location:	You will be required to work across our YMCA Dulverton Groups sites, covering North Somerset, Somerset (including West Somerset), and Devon.
Hours:	40 hours per week.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
Holidays:	5.6 weeks per year, plus bank holidays.
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer regular training opportunities and a comprehensive benefits package. Including gym membership at a choice of locations, 10 days of free school holiday childcare, discounted childcare for 0-5's and a 1-night hotel stay at our locations.