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**Job Information Pack**  
**Deputy Housing**  
**Manager– Supported**  
**Accommodation**

## 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: Deputy Housing Manager – West Somerset**

**Reports to: Housing Operations Manager - West Somerset**

### **Background**

We are looking for a dedicated, enthusiastic and hardworking person to support our West Somerset Housing Operations Manager in the leading of our team in West Somerset, working across our Housing Sites providing accommodation for individuals within West Somerset.

We are seeking a dedicated and high performing individual and we are keen to find someone who really believes in creating a warm and supportive environment for individuals and families which allows them achieve their potential. We are seeking someone who is motivated to make a real difference for customers and communities.

### **Purpose**

Creating professional, positive and trusting relationships are key to working with our customers, in order to provide a supportive environment where they can make steps to move to independence and achieve goals that matter to them. Our teams take an asset-based approach to actively encourage positive progression for all the individuals we work alongside.

As a service we provide a safe and welcoming environment for the individuals we support, with their aspirations and desires at the forefront of the support we offer. Overall, we seek to provide a safe and welcoming environment to encourage and enable everyone we support to achieve progressive change through positive opportunities. This can be challenging yet rewarding work that helps individuals and families to belong, contribute and thrive.

The Deputy Housing Manager will play an instrumental role in ensuring teams work effectively and consistently together to achieve the best outcomes for the community we work with, striving to improve the standards of support and accommodation.

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### **Key Relationships:**

Customers, Managers, Colleagues & Partner agencies.

## **Main Responsibilities**

### **BELONG**

- Build professional, trusting and respectful relationships with all customers people, partners and colleagues you are working with
- Alongside the Housing Operations Manager, oversee the day to day running of the West Somerset Supported Accommodation services, ensuring high standards of housing and support delivery
- To visit and support various sites as directed by the Housing Manager, ensuring a flexible and collaborative approach to meet the needs of the team and customers
- To ensure all rooms are prepared and ready to a high standard, with move-in paperwork ready to go, so that customers arrive feeling we are ready to welcome them from the first day they arrive
- Alongside the West Somerset Housing Operations Manager, manage referrals into the Adult's and Young Person's West Somerset provision, ensuring that support needs can be met and risks can be appropriately managed
- To ensure Welcome Packs are provided to every new customer, that they are supported to settle in to their accommodation and all relevant move-in paperwork is completed
- Alongside the Housing Operations Manager, lead the team in creating a positive community atmosphere and ensuring behaviours are in line with the conditions of the Licence Agreement
- To support with leading the team in actively challenging negative, anti-social or discriminatory behaviours with aim of ensuring a peaceful environment where all customers feel they belong
- Meet and start work with customers to discover what matters to them and interests them, identifying their goals and aspirations

### **CONTRIBUTE**

- Oversee the distribution of caseloads across all services to ensure that each customer is provided with constructive guidance, an effective support plan, and individualised support with their rent accounts to minimise the risk of arrears and to prevent the loss of accommodation

- To ensure that as a team, customers are enabled to address support needs through a high-quality service that develops their skills and knowledge, and that ultimately prepares them for a positive and successful move-on
- To promote and lead the development of good practice within the housing team and as a representative of YMCA DG
- To role model the expected standards within the housing team and support with leading the team in ensuring customers always receive consistent and clear communication
- To undertake and engage with appropriate identified training and development to aid your effectiveness in the role

## **THRIVE**

- Ensure as a team that customers are supported to a position of feeling that what they do matters, and that they have the ability to access and maintain employment, that they can maintain their own accommodation and can achieve goals that matter to them
- Ensure as a team that customers are supported in preparing for move on to their own home, offering advice and guidance regarding independent living, tenancy management, personal finances, healthy relationships and developing their domestic/life skills
- Alongside the Housing Operations Manager, lead the team in ensuring that there is a programme of activity sessions that engage young people in their interests, work towards their goals and which support their wellbeing and development in a safe and nurturing environment
- To ensure as a team customers are enabled to feel settled and an important part of their community, engaging positively in groups and activities locally that matter to them

## **Health and Safety**

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures

## **General**

- Work alongside the Housing Management Team in managing breaches of the Licence Agreement and relevant action i.e. warnings and termination notices
- To represent YMCA DG with statutory and non-statutory partners in relation to meetings and referrals
- There may be occasions when the post holder may be required to work at any other of the YMCA DG sites in line with service needs
- Alongside the Housing Operations Manager, provide line management support, supervision, training and guidance to the team, preparing rotas and ensuring that there are sufficient staffing levels
- The post holder must at all times carry out their responsibilities with due regard to YMCA DG Code of Conduct and policies and procedures in particular, Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act
- All staff have a responsibility to participate in the YMCA DG Performance Review Scheme and to contribute to their own development
- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice
- 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 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
- Join the Duty Cover Team to provide management support out of hours and as required on a rota basis across the organisation

- To undertake such other duties and responsibilities reasonably consistent with the role of Deputy Housing Manager

This Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

## Person Specification

KEY A = Application

I = Interview

T = Testing/Assessment

Criteria	Essential	Desirable	Assessed by
<b>Education / Qualifications</b>			
A good basic level of literacy and numeracy.	X		A/T
A qualification in Youth Work, Housing, Social Science or related area.		X	A
<b>Experience</b>			
Experience working with young people.		X	A
Experience working in partnership with other professionals and/or organisations.		X	A
Specific experience in a specialist area of support i.e. education & training, substance misuse work, mental health, etc.		X	A/I
<b>Skills &amp; Abilities</b>			
Excellent communication and interpersonal skills.	X		I
Proficiency in IT skills including Microsoft Outlook & Word.		X	A/T
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Able to work evening and weekend duties. Where necessary, bank holidays (including Easter & Christmas), will be agreed wherever possible in advance. Time of in lieu provided in place.	X		A/I
<b>Personal Qualities</b>			
Open to receiving feedback, able to reflect on own practice and keen to learn.	X		I
Commitment to training and professional development.	X		I
Commitment to equality & diversity in the workplace.			
Honesty & Openness.	X		I
Commitment to Safeguarding and H&S and following standards in place.	X		I
Self-motivated and resilient.	X		I
Support the Christian ethos of the YMCA.	X		I

### Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment
- This post is subject to an enhanced level DBS Disclosure - Adults/Children's Workforce
- Postholder must have a valid driving licence and access to a car



## **Main Terms of Employment**

<b>Salary:</b>	£28,216.82 per annum
<b>Location:</b>	West Somerset Housing Sites, West Somerset
<b>Hours:</b>	37.5 Hours a week (to include evenings and bank holidays on a rotational basis. Some weekend working may be required, but would not be typical)
<b>Flexible working:</b>	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and some working from home on occasion, in particular in relation to supporting the Duty Cover responsibilities of the role.
<b>Holidays:</b>	5.6 weeks per year, plus bank holidays
<b>Pension:</b>	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary
<b>Benefits:</b>	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year