

# **Job Information Pack**

## **Homeless Support Manager**

## **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: Homeless Support Manager**

**Reports to: Head of Adult Housing**

### **Background**

We are looking for an enthusiastic and dedicated individual to lead our Homeless Support Team in North Somerset. We have been delivering the Homeless Outreach Service in North Somerset for over 7 years and we are seeking a motivated and dynamic individual to lead the team to continue the delivery of excellent standards of support.

Funded and supported by North Somerset Council, the service supports individuals throughout the district who are rough sleeping and are at risk of rough sleeping. You will have responsibility for day to day delivery of the service to ensure support and assistance offered is person centred and considerate of individual's needs.

### **Purpose**

Creating professional, positive and trusting relationships are key to working with every client, in order to provide a supportive environment where they can begin to address their support needs and achieve goals that matter to them. The Homeless Support Manager is an essential part of ensuring we achieve this effectively and consistently for clients, helping to maintain and develop standards across the service.

A key part of the role will be to maintain, and further develop, our relationships with external partners, supporting with the North Somerset Street 2 Settled Partnership, a multi-agency strategic partnership involving partners such as North Somerset Council and Avon and Somerset Constabulary. The role will also involve carrying a caseload of clients.

This can be challenging yet rewarding work that helps individuals to belong, contribute and thrive.

### **Key Relationships:**

Clients, Managers, Colleagues & partner agencies.

## **Main Responsibilities**

### **BELONG**

- Lead, manage, supervise and motivate the staff team, maintaining appropriate records and always ensuring that the service has appropriate levels of cover
- To oversee the day to day running of the Rough Sleeping Outreach Service, ensuring excellent standards of service delivery for those who require the service
- Build professional, trusting and respectful relationships amongst the team and with clients and partners you are working with
- Motivate the team to provide excellent support to clients and encouraging clients to engage with the relevant services
- Adopt a multi-agency approach, recognising the importance of services working together to best meet the needs of individuals

### **CONTRIBUTE**

- Review and monitor the support you and the team provide so that it is both asset based and holistic
- To ensure that as a team, clients are enabled to address their support needs through a high-quality service that assesses individuals needs
- To promote and lead the development of good practice within the Outreach Team and as a representative of YMCA DG
- To role model the expected standards within the Outreach Team and lead the team in ensuring clients always receive consistent and clear advice, guidance and communication
- To undertake and engage with appropriate identified training and development to aid your effectiveness in the role
- To undertake and engage with appropriate identified training and development to aid your effectiveness in the role
- Take an active role in the implementation of the North Somerset Street 2 Settled Partnership strategy
- Create and submit regular reports, case studies and feedback on outcomes to help share and understand the impact of the services

provided

- Take the lead with dealing with StreetLink referrals and rough sleeping referrals from partner agencies to identify homelessness individuals and offer them support, responding with the appropriate outcome

## **THRIVE**

- Liaise with external agencies to support clients to access appropriate supportive services and advocate for their needs where necessary
- Alongside the Council's Rough Sleeping Co-ordinator, ensure that North Somerset's Homeless Services are meeting the needs of individuals
- Have a good understanding of how to manage, support and motivate a staff team so that, together, impactful outcomes are achieved for the people we work with
- Have a good understanding of how to manage, support and motivate a staff team so that, together, impactful outcomes are achieved for the people we work with

## **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

## **General**

- Co-ordinate the Team rota, utilising other agencies and volunteers to support with early and late Outreach shifts. You will include yourself in the rota and take part in Outreach shifts (these can involve walking up to 4 miles in length)
- Provide line management, supervision, training and guidance to the team
- To represent YMCA DG with statutory and non-statutory partners in relation to multi-agency meetings

- 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 Team Leader

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

Criteria	Essential	Desirable	Assessed by
<b>Education / Qualifications</b>			
A good basic level of literacy and numeracy.	X		A
A qualification in Housing, Social Science or related area.		X	A
<b>Experience</b>			
Experience working with individuals experiencing homelessness.		X	A
Experience building positive and professional relationships with service users and internal and external colleagues.		X	A
Specific experience in a specialist area of support i.e. 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
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
Be able to produce timely and accurate statistical and qualitative reports for internal and external colleagues	X		I
<b>Personal Qualities</b>			
Be self-motivated, confident and flexible and responsive in your approach and delivery.	X		I
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**

- Salary:** £29,763.50 per annum.
- Location:** Based in Weston-super-Mare, but covering North Somerset on an Outreach basis.
- Hours:** 37.5 Hours a week, to include early and late Outreach shifts, as well as occasional weekend working when Severe Weather Emergency Protocol is enacted.
- Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns on occasions. There may be the opportunity for some home working in relation to supporting the Duty Cover responsibilities of the role.
- 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.