

The background of the cover is a complex, abstract geometric pattern composed of overlapping triangles and polygons in various shades of dark grey, black, and purple. The pattern is centered and fills most of the page.

**Job Information Pack**  
**Housing Operations**  
**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:**                   **Housing Operations Manager – North Somerset**

**Reports to:**           **Deputy Head Young People’s Services**

### **Background**

YMCA Dulverton Group are proud to serve our local communities, and deliver a range of services in Somerset, North Somerset and Mid Devon. We respond to the needs of communities we serve and offer a range of housing and support services with over 300+ safe and supportive places to live provided every night.

We are looking for maternity cover Housing Operations Manager, based in North Somerset, to join our team, leading, motivating and inspiring the team in all that they do.

This is a maternity cover position for 12 months. Within the role it will be your responsibility, and privilege, to ensure the effective delivery of our supported accommodation offer. You will genuinely care about the customers we serve, their environment and the outcomes that young people can achieve, with a little bit of help and support.

### **Purpose**

We seek to encourage and enable everyone we support to achieve progressive change through positive opportunities, and we aspire for them to have rewarding and enjoyable experiences through those opportunities.

Creating professional, positive and trusting relationships are key to providing a supportive, welcoming environment where young people feel they belong and can explore and achieve goals that matter to them.

Our teams take an asset-based approach to actively encourage positive progression for the young people we serve. This can be challenging yet rewarding work that truly helps individuals to belong, contribute and thrive.

The postholder will have lead responsibility for the quality of delivery of the North Somerset service including the management and motivation of the staff team, ensuring excellent service, assessing placement requests, working with customers directly in relation to concerns, complaints or feedback and ensuring we achieve the regulatory standards that govern the services.

## **Main Responsibilities**

### **BELONG**

- Lead, manage and motivate our dedicated staff team, through regular supervision, development opportunities and reviewing practice.
- Maintain clear and professional boundaries with all contacts and promote consistency of approach, communication and accountability at all times.
- Take an active role in meetings and activities with customers, colleagues and partners, contributing positively to the development of the services
- Ensure a strong and consistent standard of support logs, support plans and records are delivered across the whole team, reflecting every customer's own journey with progression, happiness and achievement in mind.
- Build professional, trusting and respectful relationships with customers, team, stakeholders and partners, and wider YMCA DG.
- To maintain knowledge of YMCA Dulverton Group's operating environment.

### **CONTRIBUTE**

- To oversee the day to day running of the Supported Accommodation Service, ensuring excellent standards for customers.
- Co-ordinate the Team rota to ensure appropriate levels of cover and support are available.
- Oversee placement referral process, ensuring suitability of all placements collaboratively, including contextual mapping where required.
- Carry out and oversee assessments of customers' needs to identify what support is best suited to each individual and setting out plans to respond to identified concerns from the beginning of, and throughout their placement.
- Ensure that everyone we serve has an opportunity to have their voice heard, and work collaboratively with young people to achieve this.
- Join the Duty Cover team on a rota basis, providing support out of hours to all operations.

### **THRIVE**

- Ensure that each customer is supported in finding and engaging with external and specialist services to best assist them with their needs, advocating for young people's needs where necessary.
- Lead the design and delivery of group sessions and positive activities for customers, considering accessibility, equity and impact of opportunities.
- Ensure customers are supported to learn new life skills which will assist them in their capability and confidence.
- Take an active role in meetings and activities with groups of customers, colleagues and partners to guide the development of the service.

- Work with the team to actively utilise the opportunities available through YMCA Dulverton Group and it's networks to help young people fulfil their aspirations, develop and learn.
- To review and report on the progress and outcomes for young people through the service.
- Have oversight of and responsibility for occupancy levels to ensure that the young people who need it can benefit from the service in a timely manner.

## **Operations**

- Work in accordance with Ofsted regulatory framework and ensure our team do likewise to achieve the best outcomes for the customers we serve.
- Have a clear understanding of what it means to be a registered provider and assist the organisation in meeting these objectives.
- Our environments are very important as they are peoples' home, you will have responsibility for overseeing risk assessments, accommodation standards and compliance checking schedule.
- In carrying out this role you have a duty to take reasonable care for the health and safety of yourself and that of others. This includes managing a safe and secure environment for people who use our services and ensuring your team do likewise.

## **General**

- To carry out all 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 contribute to their own development.
- To maintain and develop up-to-date professional knowledge and skills.
- Promote and build a learning culture and reflective working environment.
- To demonstrate and maintain a commitment to YMCA Dulverton Group's Vision, Values, strategic aims and objectives and ensure the team do the same in their work.
- Managing a budget ensuring that value for money is achieved.
- Any other duties consistent with the responsibilities of the post at the request of the Executive Team or representative.

This Job Description is not intended to be exhaustive the duties and responsibilities may 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>			
Good 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 who have experienced homelessness and/or trauma		X	A
Experience building positive and professional relationships		X	A
Experience in a specialist area of support i.e. e.g. substance misuse work, mental health, etc		X	A/I
<b>Skills &amp; Abilities</b>			
Excellent communication and interpersonal skills	X		I
Competent IT skills		X	A
Ability to remain calm, professional and patient 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 data for periodic monitoring reports	X		I
<b>Personal Qualities</b>			
Confident, flexible and responsive in approach	X		I
Open to receiving feedback, able to reflect and keen to learn and committed to own development	X		I
Able to support equality & diversity	X		I
Honest and Open in communication	X		I
Commitment to Safeguarding and role modelling standards	X		I
Self-motivated and resilient	X		I
Support the Christian ethos of the YMCA	X		I

### Other requirements

Postholder must have a valid driving licence and access to a car.

## **Main Terms of Employment**

**Salary:** £31,500 per annum.

**Location:** Based within our sites in North Somerset. You may be required to work across our YMCA Dulverton Group sites.

**Hours:** 37.5 hours per week.

**Flexible Working:** There may be the opportunity for some home working on occasion, in particular in relation to supporting the Duty Cover responsibilities of the role.

**Holidays:** 5.6 days 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.

## **Safeguarding**

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.