**The Welcome Organisation**

**F/T Assistant Manager – Case Management Team**

**(2 year fixed-term contract with possibility of extension depending on funding)**

**Job Description**

This is an exciting opportunity to make a real and lasting difference to the lives of homeless people. Leading and developing our Case Management Service you will work to provide a holistic support service enabling people who are homeless and vulnerably housed to make the transition from homelessness to home.

You will have experience leading a team, working with marginalised people with a range of complex and multiple needs, developing and coordinating services, have a track record of providing multidisciplinary support and have a strong understanding of homelessness issues. You will also act as a designated lead on, safeguarding children and vulnerable adults including providing advice and ongoing training to other Welcome staff.

You will be an individual with strong leadership skills who is motivated, resourceful and passionate about empowering and supporting homeless people. You will be able to provide a high quality support service and work within our ethos of high tolerance, low threshold services. In return, we will provide the opportunity to develop your skills, professional supervision and support, along with being part of a team where your views count and where you can change lives.

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| **Job Title** | Assistant Manager – Case Management Service |
| **Responsible to** | Operations Manager |
| **Rate** |  £25,000 per annum (pro rata)  |
| **Days of Work** | 37.5 working hours per week – you will also be entitled to a daily 30 minute unpaid lunch break. Hours will normally be 9am to 5pm although some weekend and evening work may be required in line with operational requirements.(\*All senior staff cover the on-call rota usually 1 week in 5/6for which you will receive an extra payment allowance) |
| **Holidays** | 24 days per annum plus Public Holidays (or pro rota) and Pension Scheme  |
| **Closing Date**  | Monday 17th August, 9am |

**Main Duties and Tasks**

As part of the Welcome management team you will have particular responsibility for leading the Case Management Team providing immediate and ongoing support to clients who are homeless and vulnerably housed, enabling them to make the transition from homelessness to home.

**General Management Responsibilities:**

* Demonstrate sound leadership skills by creating an environment which fosters teamwork, good morale and a culture of learning and continuous improvement.
* Uphold and develop a low threshold, high tolerance ethos, promote the principles of harm reduction and maintain a person-centred and empowering approach to service delivery.
* Promote service delivery which incorporates multidisciplinary and multi-agency working; including being an active member of relevant forums and working groups.
* Promote the services of the Welcome Organisation, cooperate with the fundraising team and take part in media campaigns to raise the organisation’s profile and our clients’ voices.
* Apply and develop Welcome Organisation policy and procedure in accordance with best practice including current legislative and organisational polices on health and safety, diversity and equality and GDPR.
* Ensure behaviours and attitudes are congruent with the Welcome Organisations values, mission and objectives.

**Providing Leadership and Management:**

* Motivate, mentor and coach the case management team. Encourage staff empowerment and development through team meetings, supervisions, appraisals and training.
* Encourage good teamwork, recognise the team’s strengths and weakness, be aware of team dynamics, ensure workloads are delegated and shared fairly and that achievement is recognised and/or rewarded.
* Ensure staff compliance with The Welcome Organisation’s policies, procedures, behaviours and capabilities. Where there are issues of non-compliance, be confident to pursue performance monitoring and/or disciplinary action if needed.
* Manage the Case Management Team’s rota by ensuring accurate records with regards to overtime, absences, annual leave and prepare information for wages.
* Work in conjunction with the HR Administration in relation to staff recruitment and ensure that new staff receive an induction to their role and the organisation.
* Ensure volunteering is valued and that volunteers are supported and equipped to carry out their designated roles.
* Report regularly to the Operations Manager and/or colleagues on relevant matters in relation to the specific tasks of your role.

**Managing Service Delivery:**

* Develop systems and procedures which enable the Case Management Service to operate as an effective holistic assessment and support hub both on and off site.
* Promote the service to external agencies as well as potential clients, ensure referrals are appropriate and capacity monitored.
* Ensure all clients are assessed, their immediate support needs are met and allocate key workers to provide ongoing support.
* Take responsibility for approving/reviewing all initial and ongoing needs and risk assessments, support plans and contact notes; ensuring they are of a high standard and completed in a timely manner.
* Take the lead on providing daily, guidance and advice to the Case Management Team and other Welcome staff and provide training and briefings on developments in advice and support relevant to the client group.
* Identify, develop and review working relationships with a range of agencies including Probation, Social Services, Housing, and Health etc., ensuring a multidisciplinary and multiagency approach.
* Ensure the staff team initiate and/or participate in case meetings and advocate on behalf of service users and liaise with other agencies as part of internal and external support planning.
* Ensure the staff team offer support which is trauma-informed, strength-based and imbedded in the principles of harm reduction and our ethos of low threshold, high tolerance services.
* As part of intensive casework ensure identified clients receive support which enables them to address underlying psychological and emotional issues and help them to develop resilience and other ‘tools’ needed to make changes in their lives.
* Ensure staff complete all delegated tasks effectively and efficiently including tasks/actions that need to be followed up and/or communicated to other teams and via handovers.
* Hold a small caseload of clients with high support needs.

**Performance Management:**

* Monitor staff performance to ensure the overall quality of the Case Management Service is compliant with the highest level of audit at any given time.
* Work towards set targets and other key performance indicators and take responsibility for ensuring returns are completed and forwarded to senior management and funding bodies. Where targets are not being met; put plans in place to keep delivery on track.
* Prepare reports both qualitative and quantitative as requested and evaluate the service via various methods; including feedback from clients and other stakeholders.
* Develop and maintain existing systems and databases for collating and maintaining all relevant client and statistical information; and also monitor these systems to ensure appropriate use by staff so that all records are accurate.
* Ensure the team understand key goals, objectives, required levels of performance and their contribution to wider outcomes.

**Risk Management:**

* Manage the team to work in a way where risk is continuously assessed and managed; ensuring that the prevention and de-escalation of incidents is paramount and that risks are understood as an identified need.
* Ensure all staff work in adherence to current health and safety legislation and the organisation’s policies and procedures paying particular attention to lone and external working policies.
* Ensure that risk and critical incidents are communicated effectively and appropriately to all relevant individuals and bodies and provide debriefings to staff and service users where relevant.
* Act as a designated lead on, safeguarding children and vulnerable adults including providing advice and ongoing training to other Welcome staff.

**Finance:**

* Operate at all times within our robust financial policies and procedures.

**General:**

* Help create an environment of respect for service users, other employees, partner agencies and stakeholders.
* Take part in identified research and represent The Welcome Organisation at meetings, seminars and conferences as required.
* Be familiar with the work of all The Welcome Organisation’s services and ensure cross functional working between teams.
* Keep abreast of relevant developments in the sector including training and other opportunities relevant to the post.
* Partake in the on-call rota system.
* Undertake other tasks that are assigned to you that the Welcome Organisation might reasonably expect to be within your competence.

*This list is not exhaustive but is indicative of the main areas of work.*

**Job Specification**

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|  | **Essential Criteria**  | **Desirable Criteria** |
| **Previous Experience**  | * 2 years’ experience of delivering support to marginalised groups
* 2 years’ experience of managing teams
* Experience of developing and co-ordinating services
* Experience of multi-agency and multi-disciplinary work
 | * 2 years’ experience of delivering support to people with complex and multiple

**Or*** 2 years’ experience working within a housing related field, homelessness, housing, tenancy sustainment, housing advice etc.
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| **Education & Qualifications**  | * NVQ level 4 qualification in a relevant area of work or an equivalent qualification
 | * Completed Law Centre (WRAP), NIACAB (ATP), Adviser NI or other relevant equivalent

**Or*** Social work degree

**Or*** Law degree
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| **Knowledge**  | * All round knowledge of the benefits, housing, criminal justice, social care and health services in relation to the rights and responsibilities of our client group
* Proven knowledge of good practise in support planning and managing risk
* Excellent knowledge of safeguarding children and vulnerable adults with proven track record of actioning concerns
* Understanding of issues relating to homeless and vulnerably housed people
* Understanding of the purpose and implementation of policies such as Diversity and Equal Opportunities, Health and Safety and GDPR
* Understanding and commitment to working within, high tolerance, low threshold and harm reduction support services
 | * Knowledge of trauma-informed and strength-based support
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| **Skills**  | * Able to set and meet targets, collate statistical information, evaluate performance and produce qualitative and quantitative reports
* Possess excellent interpersonal and communication skills
* Can make decisions and is solution focused
* Able to remain calm in crisis situations
* Able to multitask and work effectively under pressure with excellent time management skills
* Ability to work on own initiative and across teams and share knowledge
* Highly competent in the use of IT packages to include Microsoft Word, Excel and PowerPoint
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| **Personal Attributes** | * Friendly, approachable, highly motivated, resourceful and passionate about reducing the numbers of people experiencing homelessness
* Committed to advocating for and raising awareness of the issues homeless people face
* Highly effective and committed to personal and professional development
* Non-judgemental with the ability to empathise
* Resilient and self-caring
* Flexible approach to working hours
* Satisfactory enhanced Access NI check
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