**The Welcome Organisation**

**F/T Assistant Manager – Drop In and Annsgate (1 year maternity cover)**

**Job Description**

This is an exciting opportunity to make a real and lasting difference to the lives of homeless people. As part of the management team you will work to ensure both our Drop In and Annsgate facilities offer services which enable people who are homeless and vulnerably housed to make the transition from homelessness to home.

You will have responsibility for the day to day operations of our Drop In service ensuring it is a place where homeless and vulnerably housed clients can have immediate and ongoing support needs met, participate in meaningful activities, receive training to sustain accommodation and socialise in a safe and welcoming environment. You will also have overall responsibility for our Annsgate emergency ‘Crash’ facility for homeless women ensuring the females receive holistic support in an environment which is safe, welcoming and homely.

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 Drop In and residential facilitates for homeless females.

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 high quality services and work within our high tolerance, low threshold ethos. 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 – Outreach and Floating Support Services |
| **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 between 8am and 6pm 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 5/6  for which you will receive an extra payment allowance) |
| **Holidays** | 24 days per annum plus Public Holidays (or pro rota) and  Pension Scheme |
| **Closing Date** | Friday 21 May, 12 noon. |

**Main Duties and Tasks**

As part of the management team you will lead a team of Support Workers, a Coordinator and be responsible for the day to day running of both our Drop In and Annsgate support teams. The Drop In team aims to ensure a safe, welcoming and social environment for the smooth running of support services and training or activities. The Annsgate team aims to support females to reside in a safe and welcoming ‘female friendly’ environment where support is holistic, immediate and ongoing.

**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 policies on health and safety, diversity and equality and GDPR.
* Ensure behaviours and attitudes are congruent with the Welcome Organisation’s values, mission and objectives.

**Providing Leadership and Management:**

* Motivate, mentor and coach the Drop In and Annsgate support staff. Encourage staff empowerment and development through team meetings, supervisions, appraisals and training.
* Encourage good teamwork, recognise the team’s strengths and weaknesses, 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 both teams’ 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:**

* Maintain overall responsibility for the delivery of services in both teams, whilst ensuring the Coordinator is effective in daily operational matters including:
  + The highest level of cleanliness and health and safety of the buildings.
  + Ensuring all clients have access to training, activities and services designed to improve their ability to sustain accommodation, integrate within the wider community and develop tools to address underlying emotional and psychological issues.
  + Ensuring all clients are made aware of the rules and that available services are advertised and promoted.
  + Ensuring the client’s basic needs are met and that stock is effectively controlled.
  + Ensuring staff play an active part in communicating needs and risks, contributing to support and risk management and that they work closely with other Welcome teams to ensure no one ‘falls through gaps’
  + Ensuring staff work effectively with a variety of agencies both externally and internally.
  + The teams plan their workloads and have daily access to guidance and advice.
  + Ensuring staff complete all delegated tasks effectively and efficiently such as tasks/actions that need to be followed up and/or communicated to other teams via handovers as well as paperwork and other administrative duties.
  + Ensuring staff are aware of and properly operate within all financial policies and procedures.
  + Ensure the staff team advocate on behalf of service users and have the ability to deal with ‘challenging behaviour’.
* Build ongoing meaningful relationships with the Coordinator ensuring you are aware of issues in relation to each service (e.g. Incidents, staffing, gaps in service etc.) so that you are able to advise on or, if appropriate, take the lead.
* Develop services which are strongly influenced by user involvement.
* Be prepared to step into the role of Coordinator when cover is needed.
* Identify, develop and review working relationships with a range of agencies including Probation, Social Services, Housing, and Health etc., ensuring an effective multidisciplinary and multiagency approach to service delivery.
* Ensure a variety of agencies can operate effectively at the Drop In i.e. promotion of the service, feedback from client work; so that the Drop is in effect an assessment and support hub.
* 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.
* Work in conjunction with the Casework Assistant Manager to ensure areas of support needing expert advice is available and all clients receive the support they need.
* Work in conjunction with the Outreach and Floating Support Assistant Manager to ensure rough sleepers and actual or potential Floating Support clients using the Drop In do not ‘fall through service gaps’.
* Develop systems and procedures which enable both services to operate as effective and efficient holistic support services ensuring gaps in the service are identified and addressed.
* Take overall responsibility to ensure the services are promoted to external agencies as well as potential clients and referrals are appropriate and capacity monitored.
* Ensure all staff working in Annsgate have an excellent understanding of the causes and consequences of female homelessness and are proactive in making Annesgate a ‘homely’ and safe environment and that issues such as domestic violence, sex working, female health issues, confidence and self-esteem etc. are addressed.

**Performance Management:**

* Monitor staff performance to ensure the overall quality of the Drop In support work and Annsgate services are compliant with the highest level of audit at any given time.
* Ensure Annsgate complies with Supporting People criteria and the Quality Monitoring Tool framework and be responsible for ensuring that Supporting People returns are completed and submitted on time.
* Work towards all set targets and other key performance indicators and take responsibility for ensuring all 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 including when using the organisation’s vehicles
* 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.
* Work closely with the Organisations’ delegated lead for safeguarding children and vulnerable adults in relation to potential or actual concerns.
* Work proactively to reduce community incidents and act as the first point of contract for community complaints.

**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 needs   **Or**   * 2 years’ experience working within a housing related field; such as homelessness, housing, tenancy sustainment, housing advice etc. |
| **Education & Qualifications** | * NVQ level 4 qualification in a relevant area of work or an equivalent qualification |  |
| **Knowledge** | * Excellent knowledge of female homelessness and how this can be addressed * All round knowledge of activities, training and services that will enhance homeless people’s ability to sustain accommodation and integrate within the wider community. * Excellent knowledge of Supporting People compliance i.e. Quality Monitoring Tool or Quality Assurance Framework in relation to emergency accommodation. * All round knowledge of good practise in providing Drop In and emergency accommodation for homeless people * Proven knowledge of good practise in support planning and managing risk * An understanding of issues relating to homeless and vulnerably housed people * An understanding of the purpose and implementation of policies such as Diversity and Equal Opportunities, Health and Safety and GDPR and Safeguarding * An understanding and commitment to working within, high tolerance, low threshold and harm reduction support services | * Knowledge of trauma-informed and strength-based support * All round knowledge of homeless peoples’ rights (e.g. benefits, housing, access to health etc.) |
| **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 with the ability to develop policies and procedures * 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 |  |
| **Personal Attributes** | * Friendly, approachable, highly motivated, resourceful and passionate about reducing the numbers of people experiencing homelessness including female 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 |  |