

JOB DESCRIPTION

Job Title: Housing Services Manager

Team: Housing Services

Report To: Director of Operations/Deputy Chief Executive

1 Job Purpose

To lead the ongoing development and operational management of our housing services (independent and supported living); effectively leading a team of peripatetic Wellbeing Workers across all of our sites in the delivery of a reliable, responsive, and respectful person centred housing and support service to residents. The post holder will ensure that the buildings and environments are safe and secure for residents and staff and ensure the continued improvement of on-site services to ensure the development of thriving communities that meet the needs of older people involving residents, families/carers, staff and statutory agencies.

2 Main duties and responsibilities

- To oversee assessments of potential Housing residents on behalf of Sir Josiah Mason Trust, thereby facilitating a safe and timely move in procedure across all housing stock.
- Development of referral pathways and relationships with external agencies that ensure that Sir Josiah Mason Trust is a “go to” housing provider within the west Midlands.
- Ensuring voids are filled within a 4 week period and that full assessments are completed to match the right resident to the right home; ensuring that no site has any more than 4% voids at any one time.
- Ensuring all sites are managed within the Trust expectations of Housing management and that incidents of ASB and other behaviours are managed effectively and within the Trust expectations;
- To identify potential sources of disagreement or conflict related to residents and mediate effectively. Where necessary being able to apply good housing management judgements as is required.
- Ensure Telecare and Housing contingencies are in place, up to date and participate in on call as required.
- To keep up to date business continuity plans and relevant building risk assessments in line with the Trust Health and Safety policies.
- To encourage and promote a positive inclusive atmosphere in all housing services and ensure that resident involvement is at the heart of the work of the housing support team.
- Managing the cover of support staff across all housing sites making sure that case work is completed and all residents needs are consistently met;
- Development of performance reporting regarding completed assessments, transfers, move in's, support plans and reviews.
- Engaging with residents and Resident Reps via regular meetings and representations at forums across the Trust

- Improving the experience for people, family and carers who need support.
- Managing the housing services budgets within the trust guidelines and expectations.
- Working in collaboration with the property services team to manage issues of health and Safety and maintenance.
- Working in collaboration with the Domiciliary Care Registered Manager to encourage, identify and refer potential residents from the Trust to its Trust wide service.

3 Liaison

- To develop and maintain relationships with partners by taking part in relevant meetings, forums, promotional activities and enabling staff to do the same in order to ensure improved outcomes for clients.
- To promote and develop the active involvement of clients throughout services.
- To ensure effective marketing and promotion of services.

4 Development

- To be responsible for the development of specified services and the necessary tools and resources to ensure that these services are effective and successful.
- To be involved in the development of policies and procedures within designated areas of work, including disseminating information, training and briefing staff.
- To work in line with the organisational business plan by developing and maintaining the outcomes set in the service plan.
- To oversee the induction of new employees and volunteers within the service.
- To co-operate in ensuring that the training requirements of staff and volunteers are facilitated.

5 Evaluation, Monitoring & Quality

- To develop where necessary and maintain quality monitoring and evaluation systems which give clear evidence of service development, value and effectiveness, ensuring that qualitative as well as quantitative data is collected and used for validation of services.
- To analyse monitoring information in order to identify and address development opportunities and to identify and celebrate successful outcomes.
- To provide regular quantitative and qualitative reports and monitoring information as required.
- To be a member of the SJMT Integrated Governance Group
- Monitor and track staff case management to ensure that the quality is a “golden thread” through all support and risk work as well as reviewed in a timely manner.

6 General

- To work in accordance with health and safety legislation, taking appropriate action to ensure that employees are aware of their personal responsibility for health and safety, including identifying relevant health and safety training where appropriate.
- To deal with staffing issues such as recruitment, disciplinary, grievance and ill health matters in accordance with Sir Josiah Mason Trusts policies, and in liaison with the Human Resources Manager/Service Managers, as appropriate.

- To participate in training as appropriate and to attend regular personal supervision sessions.
- To effectively manage all incidents and serious incidents and formal complaints by investigating and reacting accordingly to the situation at hand.
- To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
- Ensure that the needs of vulnerable adults are protected, and that child protection issues are dealt with promptly and robustly.
- To contribute fully to the corporate aims and objectives and work within SJMT's values, policies and procedure.
- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder.

Signed: Date:

PERSON SPECIFICATION

POST: Housing Manager

Selection Criteria	Essential (E) Desirable (D)	Source of Evidence
Qualifications		
Full Driving Licence and use of a Vehicle for Business	E	Application & Interview
Professional Housing qualification or equivalent	D	Application & Certificate
Management qualification/degree level educated	E	Application & Certificate
Experience		
Managing a portfolio of housing/support services for vulnerable people	E	Application & Interview
Design and development of new services and systems	E	Application & Interview
Build confidence, relationships and trust	E	Application & Interview
Interagency working at a management level	E	
Responsibility for achieving individual and team targets	E	Application & Interview
Implementing strategic/operational plans	E	Application & Interview
Supervision and line management of teams	E	Application & Interview
Experience of budget management and able to participate in budget setting.	E	Application & Interview
Computer literate with knowledge of Microsoft Office	E	Application & Interview
Developing and implementing and evaluating monitoring and evaluation systems and process	E	Application & Interview
Void management	E	Application & Interview
Marketing & promotion	D	Application & Interview
Skills & Knowledge		
Able to demonstrate an understanding of the needs of vulnerable adults	E	Interview
Able to demonstrate sound knowledge of legislation relating to Housing and care	E	Application & Interview
Understanding of working with Supporting People Framework / Outcomes – Support Plans, Assessments of Need.	E	Application and Interview
To undertake holistic, strength based/person centred needs and strength assessments	E	Application & Interview
Excellent communication, both verbal & in writing	E	Application & Interview
Ability to maintain accurate & up to date records	E	Application & Interview
Ability to manage own time, prioritise and organise workload	E	Application & Interview
Able to plan, co-ordinate and work under pressure, whilst remaining professional.	E	Application & Interview
Networking – maintain and develop effective working relationships with support agencies	E	Application & Interview
Takes a flexible approach to role and tasks	E	Application & Interview
Ability to work on own initiative & in a team	E	Application & Interview
Create a positive & innovative atmosphere	E	Application & Interview

Knowledge of support available to provide advice to customers	D	Application & Interview
Technical knowledge of Telecare equipment	D	Application & Interview
Facilitation of social events & activities	D	Application & Interview

Behavioural Styles		
Personalised – recognition that no two people are the same	E	Interview
Dignity – to treat everyone with honour and respect	E	Interview
Innovation – be creative in thinking	E	Interview
Excellence – have good quality care and support at the heart	E	Interview
Honesty – be transparent and accountable	E	Interview
Fun – enjoy your role and let this show in how you support people	E	Interview

THIS ROLE IS ELIGIBLE FOR A DBS CHECK