

# RECRUITMENT INFORMATION PACK



## Service Manager

Bradford Respite and Intermediate Care and Support Service (BRICSS)

## Bradford

Hours: 35 Hours per week

Salary: £29,235.00 - £30,775.000 per annum  
(Depending on experience)

Holidays: 7.6 weeks per annum  
(including bank holidays)

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Housing Landlord 2020  
UK Housing Awards**



### OUR VISION

A society where everyone has the best possible quality of life.

### OUR MISSION

To help people to live the best life they can through the provision of high quality housing, training, care and support.

### OUR VALUES

- H** Helping people
- O** Outstanding service
- R** Ready, willing and caring
- T** Training and development
- O** Open to new ideas
- N** Never giving up

## Being part of an award winning organisation Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

### Our people

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or colleague receives less favourable treatment on any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered.



**INVESTORS IN PEOPLE™**  
We invest in people Standard



## About the service

Bradford Respite and Intermediate Care and Support Service (BRICSS) is short-term temporary accommodation that operates in partnership with Bevan Healthcare.

We work with people 18 and over who are being discharged from hospital, who are homeless or inadequately housed. We will also consider providing short-term accommodation for people at risk of being admitted into hospital due to their poor physical health and support needs.

The service offers short-term support to help people develop independent living skills and to access other appropriate services, that can offer people longer-term support and accommodation.

We enable people to move on to longer-term accommodation and can get help with a range of issues such as physical and mental health issues, tenancy management, money management and drug and alcohol use.

The service provides a 24/7 hour service. We have 13 ensuite level-access rooms with communal facilities and assisted bathrooms.

## Job description

**Reports to: Head of Service**

### **JOB SUMMARY: Service Manager**

The Bradford Respite and Intermediate Care and Support Service (BRICSS) Service Manager is responsible for the day-to-day operational management of the service.

The post holder will lead a small team of housing support workers, who will deliver housing related support to people 18 and over who are being discharged from hospital, who are homeless or inadequately housed. We provide a holistic, personalised service to help people develop independent living skills and to access other appropriate services.

You will be responsible for overseeing the effective housing management of BRICSS and to ensure internal standards are met and regulatory requirements are upheld.

### **RESPONSIBILITIES:**

- Manage the day-to-day operations of BRICSS to ensure it operates effectively in accordance with the required standards.
- Lead, manage and motivate the BRICSS team. You will work with your team to plan and prioritise work, set individual and team objectives, review performance and provide the team with appropriate support, training and development opportunities.
- Work in partnership with Bevan Healthcare Pathway to provide temporary accommodation to individuals who are homeless or inadequately housed on discharge from hospital or who are at risk of being admitted into hospital due to their physical

health support needs.

- You will help support a timely discharge from hospital by assisting individuals in accessing clinical healthcare, social care and housing interventions that is responsive to their needs, circumstances, goals and aspirations.
- Develop and implement the business plan for the service, seeking improvements in the service and actively identifying new opportunities
- Ensure effective housing management of properties, including tenancy enforcement action, rent collection and recording, repairs and maintenance, minimising voids etc.
- Ensure that service levels are met, providing guidance and support to team members in all aspects of client support and development
- Ensure the security and safety of the services equipment, property and facilities
- Ensure all properties and communal areas are in a good state of repair and decoration.
- Ensuring clients are equip with key skills to enable them to maintain their tenancy and make choices that will enable them to live independently and achieve successful outcomes.
- Undertaking duties in respect of service promotion and responding to new referrals, e.g. carry out needs assessments, risk assessments, allocations and signing up new clients.
- Contribute to the development, implementation and review of HHA's policies and procedures
- Overseeing and quality checking documentation.
- Promote and maintain positive working relationships with outside agencies, and actively participate in relevant external meetings concerned with day-to-day operational matters, as and when required.
- Attending and participating in multi-agency meetings in order to identify and jointly manage any areas of concern, improvement and risk.
- Supporting colleagues individually and at team level, including regular team and one to one meetings. You will support and coach your team to maintain continuous performance across the service. You will identify and provided development opportunity and any training requirements to maintain internal and regulatory standards.
- Promote and maintain 'good neighbour' relationships.
- Accurately maintaining administrative and performance records as required by the organisation, analyse and interpret performance data in order to further develop the service.
- Preparing and presenting reports as required.

- Ensuring effective financial management of the scheme, operating within budget and in accordance with the requirements of the organisation's Financial Regulations.
- Ensuring the buildings and equipment comply with Health and Safety statutory requirements and recommendations e.g. those of the Fire Officer and Environmental Health Officer.
- Ensuring compliance with statutory and regulatory legislation and directives including but not limited to, Data Protection, Health and Safety, Fire and Environmental Health.
- Ensuring the team are aware of and work in accordance with Horton Housing Associations policies and procedures.
- Ensuring that professional boundaries are maintained at all times
- Undertaking the above duties in accordance with Horton Housing Association's policies
- Working to the Association's policies and procedures on equality and diversity at all times

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

## Person Specification

### SKILL, KNOWLEDGE & EXPERIENCE

- Line management experience in a support environment with a proven ability to lead, manage, motivate and develop a team.
- Experience of working with people experiencing homelessness or social disadvantage.
- Experience of strong partnership working including liaising and working closely with a range of housing providers, support services, statutory and non-statutory agencies.
- Knowledge and understanding of issues facing people experiencing homelessness, poor physical and mental health and drug/alcohol use.
- Evidence of vocational training and/or professional development in relevant skills for the post (e.g. housing, mental health, welfare benefits, drug and alcohol use).

### ESSENTIAL FOR THE ROLE

- Ability to maintain professional boundaries
- Commitment to Equality & Diversity
- A willingness to undertake any further training required
- Ability to work flexible hours which may include bank holidays

## Our Values



### Helping people

You are committed to working as part of a team and supporting others to be their best self at work each day. You are energetic, professional, open-minded and able to build positive working relationships both internally and externally. You understand and respect that others have different priorities and needs from you.



### Outstanding service

You believe in our vision, mission and values. You have the ability to communicate effectively with everyone you come into contact with. You treat everyone with dignity and respect. You are a good listener who is patient, empathetic and supportive in your dealings with others.



### Ready, willing and caring

You are self-motivated and comfortable working both independently and as part of a team. You are a proactive decision maker who can positively influence change. You are resilient and have the ability and confidence to manage stressful situations in a consistent manner.



### Training and development

You take responsibility for your own learning and development and support others to do the same. You keep up to date with changes, developments and trends in your area of expertise. You are a reflective learner who takes responsibility for your actions, responds to feedback appropriately and learns from your mistakes. You are not afraid to ask for help and support.



### Open to new ideas

You take a proactive approach to decision making and problem solving by offering pragmatic solutions. You are open minded, curious and willing to embrace innovation and change. You are willing to listen to and learn from others.



### Never giving up

You are positive and motivated to provide a high level of service. You respond to any situation in a calm, confident and supportive manner. You are not afraid of a challenge.

## Benefits

We aim to support you during your career with us and hope that working here is a fulfilling experience as you help us to run our services or directly work with people to help them improve their lives. In return, we offer our colleagues a range of **personal development**, **financial** and **health and wellbeing** benefits, some of which are provided by us, and others by external organisations, such as:

-  6 weeks' annual leave plus statutory holidays
-  Contributory Healthcare Plan
-  Cycle to Work Scheme
-  Access to and funding for continuous professional development (CPD)
-  Travel Expenses
-  Contributory Pension Scheme
-  Interest Free Loan Scheme

## Contact us

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