

RECRUITMENT INFORMATION PACK



STAY in Millhaven Service Manager Bradford

Hours: 35 hours per week

Salary: £29,235.00 per annum

Annual Holidays: 7.6 weeks (including Bank Holidays)

**Best Supported
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 developing
- 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 Scheme/ Department

STAY in Millhaven offers accommodation and housing-related support for people with multiple or complex needs who are homeless or at risk of becoming homeless. The Millhaven service offers temporary accommodation in Bradford is for women only, we have 20 units of accommodation. Each flat is self-contained and support is available 24/7. We also have properties in Bradford and Shipley, which are available for men and women.

The service supports people with a high level of need. Typically, those receiving support from this service will have a high degree of housing needs and will have experienced periods of homelessness and or have experience of unsettled lifestyles.

We work with people who may have difficulty in accessing support services. We enable individuals to become 'Tenancy Ready' we support them in maintaining their tenancies and help them to move on into housing that is more permanent. We encourage and support people to develop new and existing skills and to help them gain confidence in their ability to manage their own homes independently.

We tailor support taking into account the individuals needs to achieve their best outcomes. We provide opportunities for people to explore and realise their own potential and build resilience through innovative diversionary activities, informal learning and volunteering.

Job description: Service Manager

REPORTS TO: Head of Service

JOB SUMMARY:

The Service Manager is responsible for the day-to-day operational management of the service.

The post holder will supervise a small team of support workers who will deliver housing-related support and ensure all people receive a holistic, personalized service.

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

RESPONSIBILITIES:

- Managing the day-to-day operations of service to ensure it is effectively managed and operates to the required standards.
- Leading, managing and motivating all colleagues, working with them to plan and prioritise their workloads, set objectives, review performance and provide support, training and development opportunities, which continually improve their performance and results.
- Develop and implement the business plan for the service, seeking improvements in the service and actively identifying new opportunities

- Leading on the development and delivery of the Service, including but not limited to:
 - Establishing and promoting referral and assessment protocols
 - Developing robust selection and allocation procedure, including a prioritisation system
 - Arranging allocation and support for the people who have been referred to the service
 - Developing move-on protocols
- 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 colleagues in all aspects of people 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 people are equipped 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 client 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 holding regular team meetings and carrying out individual colleague supervision, appraisals and assessment of training needs.
- Promote 'good neighbour' relationships between people, and address any issues with surrounding neighbours
- 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 colleagues.
- 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.
- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.
- Knowledge and understanding of issues facing people experiencing homelessness, mental health issues and offending behaviour or drug/alcohol challenges.
- Evidence of vocational training and/or professional development in relevant skills for the post (e.g. housing, mental health, welfare benefits, drug and alcohol challenges).

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 including evenings, weekends and bank holidays
- Driving Licence and a vehicle for business use
- Enhance DBS check

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

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

Telephone: 01274 370689

hr@hortonhousing.co.uk

www.hortonhousing.co.uk



[@hortonhousingassociation](https://www.facebook.com/ortonhousingassociation)



[@HortonHousing](https://twitter.com/HortonHousing)



[@hortonhousing](https://www.instagram.com/ortonhousing)



[Horton Housing](https://www.linkedin.com/company/HortonHousing)