

Job Title	Deputy Housing Services Manager		
Team	Roffey Place	Reports to	Housing Services Manager
Department	Operations	Location	Horsham
Direct Reportees	Y/N If yes number: 6	Flexibility for home working	Y/N
Budget responsibilities	Y/N		

## Key Responsibilities

### Operational

- To support development of systems, procedures and structures of the accommodation service
- To maintain effective multi-agency operational and strategic links in particular with external agencies and commissioners
- Work collaboratively with other managers/departments and actively contribute to the implementation and delivery of services
- Take the lead on referrals, assessing the suitability of the service for prospective clients, and facilitating a welcoming move in process.

### Financial Management

- Assist the manager in the setting and monitoring of annuals budgets, ensuring financial robustness, whilst maximising opportunities for personalised support to clients.
- Provide clear financial information to residents to promote healthy budgeting and financial inclusion, supporting the payment of accommodation costs and service charge.
- Ensure the swift completion and new letting of voids to minimise associated loss of income.

### People Management

- Ensure staff are well trained and supported to work to their full potential
- Provide regular staff supervision and team meetings
- Develop a strong team spirit to provide a cohesive and consistent service
- Foster personal growth and the development of specialist skills/expertise
- Provide consistent staff cover through fair staff rotas and an adequate supply of relief workers

### Quality and Performance

- Set ambitious and realistic expectations of staff performance and be resolute they are met.
- Develop outcomes/impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.

- Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
- Produce and monitor regular performance information reports for internal and external purposes.
- Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality of service provision.

### **Living environment**

- Maintain the quality of the living environment by ensuring the premises are safe, clean and in a good state of repair, rectifying any issues promptly.
- Develop effective systems for working with clients to ensure their individual units of accommodation are kept in safe and reasonable condition balanced with their need for privacy and dignity.
- Contribute to the development of the planned and cyclical maintenance plans.

### **Housing Management**

- Develop and implement project housing management policies and procedures which are compliant with legislation and best practice
- Ensure residents fully understand the agreements they have entered into and the housing management policies
- Assist with meeting Health and Safety requirements throughout the service

### **Compliance with Organisational policies and regulatory requirements**

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - DPA and Data Management
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

### **Equality and Diversity**

- Promote and embed a proactive approach to equality and diversity – by example and in management approach
- Participate in equalities impact assessment and review as required.

### **General**

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team
- Maintain at all times the ethos of Turning Tides.

## Specification

Candidates will be assessed based on the following criteria.

### Knowledge and Experience

Criteria
Good Knowledge of welfare benefits, financial inclusion, housing and homelessness law and policy relevant to homelessness
Experience of delivering support to vulnerable people including those with complex and enduring needs
Good knowledge of alcohol, drugs and issues around addiction and relapse management as well as Harm Reduction
Experience of multi-agency working and influencing key stakeholders
Good knowledge of mental health, personality disorders and dual diagnosis
Good knowledge of effective housing management and buildings maintenance

### Skills and abilities

Criteria
The ability to enable staff to motivate and inspire clients to make positive life changes
Commitment to and good understanding of equality and diversity
The ability to forge effective working relationships within a staff team
Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
Good computer literacy skills and ability to make effective use of systems