

Job Profile Deputy Supported Housing Manager

Reporting to	Supported Housing Manager	Job Level:
Service Area	Housing Operations	-Entry level/Ancillary -Service Delivery -First Line Manager/Qualified Practitioner/ Specialist -Manager/Clinical Supervisor/Senior Specialist -Senior Operational Management -Strategic Leadership
Location	Horsham, West Sussex	
Contract	Permanent / 37.5 hours per week / Working Monday to Friday, 9.00am-5.00pm with the requirement of working one late shift per week.	

Where you fit



Job Purpose

The Deputy Supported Housing Manager supports the Manager to ensure the effective daily operations in Guildford Foyer, providing high quality, safe, welcoming, and secure supported housing for young people or adults at risk, and managing staff.

About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

- Housing provision and sustaining accommodation
- Specialist information, advice and support
- Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *'transforming communities, so all young people can belong, contribute & thrive'*. This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - *we welcome all, we inspire, we support, and we speak out* - guide us in all our actions.

Project

We provide accommodation and support for 16+ Older Looked After Young People (OLYP), Care Leavers and Unaccompanied Asylum-Seeking Children (UASC). We deliver specialist supported accommodation where young people are supported to acquire the necessary skills in preparation for living independently, safely explore their increased freedom of choice and develop responsibilities associated with adulthood, whilst still having the appropriate level of

support from an experienced team. YMCA DLG services offer a holistic support package and actively encourage young people into education, training, employment or voluntary work. Whilst living with us young people will gain many essential life skills and social skills, empowering them via the support delivered, to move-on from permanent, full-time supported housing and increase the likelihood of them living thriving lives and maintaining future independent accommodation. We do this through following an asset-based model which includes a strong focus on safeguarding, positive risk-taking and maintaining a trauma-informed approach to our work.

What you will be doing

Service provision

1. With the Supported Housing Manager, ensure the smooth daily operations of the service in accordance with the service specification and YMCA DownsLink Group policies and procedures
2. Ensure the accommodation is safe, welcoming and secure, and staff are visible
3. Oversee the residents' referral, interview and induction processes for all beds and ensure the Occupancy Agreements and House Rules are fully understood
4. Support the team to work together to deliver a high-quality service that enables residents to acquire the skills they need to lead independent and fulfilling lives, in line with organisational targets
5. Provide one to one key work sessions, co-produce groupwork and activities, and champion Passport to Independence, YMCA DownsLink Group's support model, to develop tailored solutions for residents to meet their needs, wishes and aspirations
6. Working closely with the Supported Housing Manager and Safeguarding Practice Manager, ensure the team operates safeguarding best practice in the services, ensuring timely and pro-active risk management and consistency in approach
7. Communicate key processes around complaints, information sharing, getting involved to residents and record how they wish to receive information e.g., one-to-one meetings, text, large print, other languages, braille etc.
8. Support residents to adopt prosocial behaviours using psychologically and trauma informed approaches and support the team with positive behaviour support strategies; utilising de-escalation skills and intervening as required in the management of incidents
9. Ensure the quality of accommodation that is provided, liaising with the Asset Management Team to complete estate inspections and health & safety risk assessments, and to turn around voids and organise repairs in line with organisational targets and statutory obligations
10. With the Supported Housing Manager ensure effective income collection for all beds, working closely with the Rents Team to create a rent payment culture
11. Support the Supported Housing Manager with breaches of the Occupancy Agreement or House Rules, following up incidents, leading case conferences and assisting with evictions where necessary
12. Organise tenant review meetings and follow up in writing to confirm sanctions, status upgrades and issue warnings
13. Ensure effective administrative, including maintaining client records and safeguarding alerts on In-Form, logging maintenance requests on Pyramid, and maintaining safety systems such as the Clients of Concern register, managing petty cash and organising banking, where required
14. With the Supported Housing Manager, ensure that stakeholder feedback contributes to the shaping of the service. Ensure that any complaints are dealt with promptly and effectively and in line with organisational policy

Management

9. Support the Supported Housing Manager in the line management of the team, recruiting and inducting new staff, supporting their performance to ensure high standards of service at all times, and ensuring supervision, team meetings, and reflective practice supervision is prioritised
10. Specific responsibility for supervising bank staff, student social workers and volunteers
11. Role model the behaviours expected, creating a positive, asset-based, culture
12. Support the Supported Housing Manager with compiling the rota to ensure appropriate staff cover
13. Deputise for the Supported Housing Manager on occasion

General

14. Be a member of the 'on call' rota to provide out of hours management support to projects in the wider locality
15. Participate in relevant continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice
16. At all times comply with our policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct
17. Carry out any other appropriate duties as directed by the Head of Operations and/or Supported Housing Manager in your project.

Person Specification

Knowledge & Experience

- ▶ Experience of working in supported housing, or similar services for young people and/or adults with multiple and complex needs, delivering objectives and targets
- ▶ Experience of managing and/or supervising a team
- ▶ Experience of coordinating housing management tasks including contract compliance, maintenance, void/arrears management, and health & safety
- ▶ Some experience of creating or maintaining psychologically informed environments, and overseeing the delivery of trauma informed care and support
- ▶ Experience of overseeing safeguarding procedures for young people or adults at risk in residential settings, and knowledge of how to maintain professional boundaries
- ▶ Understanding of, and commitment to, equality, diversity and inclusion with experience of embedding good practice within services

Skills and Abilities

- ▶ Ability to build and maintain strong relationships with stakeholders, internal & external
- ▶ Ability to successfully manage challenging situations whilst remaining calm and solution focused
- ▶ Good communication and facilitation skills
- ▶ Excellent record keeping and report writing skills to evidence project performance
- ▶ IT skills, including proficiency in using MS Office 365 package, health & safety, and client data management systems (training on YMCA DLG systems provided)
- ▶ Ability to manage budgets and effectively monitor expenditure

Qualifications and Training

- ▶ Educated to A level/BTEC/NVQ Level 3 in relevant subjects, or equivalent through relevant CPD training/experience relating to housing, support work, and/or working with young people or adults with multiple and complex needs

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Reviewed: March 2024

Name:

Date:

Signed: |