

Recruitment pack

Housing Services Manager

Summary

We're an ambitious, award-winning, growing charity supporting refugees in the North East and we're looking for an experienced manager with expertise in managing properties, projects and people. Add in your experience of working with vulnerable adults and you'll be ready to make a real impact in supporting homeless asylum seekers and refugees.

Responsible to: Head of Client Services

Salary: £31,323 - £34,385 per annum + 6% pension contribution

Hours: Full time (35 hours per week) – including being part of an out of hours on-call rota

Contract: Permanent (following 6-month probationary period)

Application deadline: 9am Tuesday 27th August 2019 (please use application form only – no CV's please)

Interview date: Monday 2nd September 2019

Organisational context

Action Foundation is an award-winning charity started by City Church Newcastle that provides opportunities for migrants to overcome their exclusion, isolation and poverty. This is currently expressed by providing accommodation and support for new refugees at risk of homelessness (Action Letting), people who are destitute and have been refused a claim for asylum in the UK (Action Housing and Hosting) as well as community ESOL classes for any migrant unable to access mainstream English classes (Action Language). We have recently started two weekly drop-in's in Newcastle (InterAction) to support isolated migrants in need of connection to others socially as well as to key services to support their orientation, integration and independence. We are also delivering a 2-year pilot 'Alternative to Detention' (Action Access) on behalf of the Home Office with the support of the United Nations High Commission for Refugees (UNHCR).

The charity currently delivers its services from premises in Newcastle and Sunderland, with housing across Tyne and Wear. However, we also deliver contracts and support other organisations providing similar services throughout the North East region. Having been established for over 10 years the charity has grown to support over 1,400 people a year with over 200 volunteers, 24 staff and a turnover in excess of £1m. Our vision is to continue to develop our work and partner with others to ensure that every migrant in the North East has access to affordable and appropriate accommodation and the support required to successfully integrate into the community and/or make informed choices about their future. We believe this will be accomplished through a combination of increased provision of services and advocating for changes to Government policy alongside other partners.

Job summary

To manage the day-to-day running of Action Foundation's housing services, including the development and oversight of case management support to all clients. We currently manage 25 houses of multiple occupancy in Tyne and Wear with capacity for up to 88 clients across all housing services. We have also trained over 40 hosts to provide short-term housing support in their own homes. Project staff include a Senior Support Worker, six Support Workers, one Resident Support Trainer and a Hosting Co-ordinator. You will manage contractors for all property maintenance and ensure contract compliance and outcomes monitoring / evaluation so that the services are meeting funders / commissioners' expectations as well as other legal and statutory requirements. You will also work with the Head of Operations and other colleagues to develop the housing services as required including an in-house OISC registered legal advice service and the 'Alternative to Detention' pilot with the Home Office and UNHCR.

Responsible for: Properties – Procurement and ongoing management
Staff – Supervise and develop a team of 9 staff (3 direct reports)
Contractors – Manage and co-ordinate property maintenance and other contractors
External relations – To manage and develop relationships with external organisations
Monitoring and evaluation – Analysing/responding to data and reporting outcomes
Development – Implementing strategic changes to services as required/agreed
Performance management – Ensure contract and statutory compliance

Duties & Responsibilities:

Managing Properties – Procurement, maintenance, furnishing and safety of properties including;

- Regulatory – Compliance with all current and future regulatory requirements affecting landlords including licencing, Gas safety, electrical certification, fire safety, PAT testing etc
- Maintenance – ensuring a system of maintenance, inspections, furnishing, and general upkeep of properties and liaison with landlords as required. This includes the management of staff and contractors as necessary.
- Planning – to ensure that the service has required housing capacity to respond to demand / development, exploring new opportunities in conjunction with the CEO and other senior staff.
- Financial – to set, manage and report on all financial aspects of the services in conjunction with the Head of Operations and Head of Client Services
- Liaison – with all landlords and statutory services such as; Environmental Health departments, Housing Benefit teams; landlord forums etc.

Staff Management – including;

- Line management - Undertake staff supervision, support and performance appraisals for the Senior Support Worker, Resident Support Trainer and Hosting Co-ordinator
- Training and development - Ensure appropriate staff / volunteer training and development programme is in place and delivered to a high standard

Client Support Work – oversight of all client support line-managed by the Senior Support Worker;

- Support to clients – to access; employment, volunteering, ESOL / other training, move-on housing, legal support, health care providers, hardship/crisis support, welfare benefits etc.
- Manage workload – to ensure appropriate caseload of clients to staff
- Advice and guidance – to manage the provision of advice and guidance to clients on their asylum claim and other immigration matters through OISC trained staff and external partners

Contract / performance management / development – including;

- Performance management – to ensure consistent record keeping and delivery of the work especially in relation to any contractual outcomes / Service Level Agreement targets and Key Performance Indicators.
- Documentation - ensure the systematic use of Inform, (our digital recording system) to record all notes and actions related to client support, risk assessments and support plans for clients, to generate performance management KPI's, statistics and records
- Development – working with other senior staff to develop the service and partnerships

External relations: working closely with other senior staff and partner organisations to;

- Maintain and develop excellent working relations with a range of partners to satisfy the above criteria such as; the asylum dispersal housing contractor, Local Authorities (particularly their Housing Benefit Departments), DWP, Home Office 'Alternative to Detention' design team, funders, commissioners and local VCS organisations to manage referrals and complementary support to clients

Personal Specification/Key Competencies

Knowledge/Experience

- A knowledge of housing management and regulatory requirements (essential)
- Project / contract management (essential)
- Leading and developing a staff team (essential)
- Knowledge around, and practices for, alleviating homelessness (essential)
- Delivering and developing health and safety policy and best practice (essential)
- Working with vulnerable adults (directly or indirectly) (essential)
- Demonstration of how services have developed under your leadership (desirable)
- Setting up and running administration systems and practices (desirable)
- Experience of working with people with mental health problems (desirable)
- A knowledge of the asylum system (desirable)

Skills/Abilities

- Management skills, including ability to lead and motivate others
- Excellent interpersonal, teamwork, negotiation and organisational skills
- Initiative and a creative approach to problem solving
- Excellent IT and numeracy skills
- Excellent written and verbal communication skills
- Ability to plan and deliver against targets
- Ability to prioritise, multi-task and work well under pressure, including covering for colleagues from time to time as necessary
- Ability to work effectively without supervision but also be a good team player
- Ability to compile data for reports
- To be able to make positive contributions to the Leadership team

Other

- Supportive of the ethos and values of the organisation (essential)
- A commitment to support people seeking asylum, refugees, and other migrants (essential)
- In possession of a UK driving licence and use of car (desirable)

This post would require a DBS check and the taking up of two references. Action Foundation is an Equal Opportunity employer and we welcome applications from all sectors of the community