

Job Description

POST DETAILS	
Post Title	Senior Housing Manager
Location	Norwich Central
Department	Housing
Reports to	Head of Housing
DBS Level	Enhanced with Child and Adult Barred List

Main purpose and scope of the post
To ensure the effective operational delivery of Housing Services to tenants, towards our core mission of transforming young lives within Norwich Central. Operational Manager for the Pathways and Housing First Projects.

Principal Duties and responsibilities
<u>Service Delivery</u> To ensure that young people are treated with respect and dignity and are empowered to make informed decisions about their own lives. To provide a safe and welcoming environment that encourages young people to belong, gives them opportunities to contribute, in order that they can thrive. To ensure that young people are effectively risk assessed before an offer of accommodation (with a relevant Safety Plan where appropriate) and that once accepted are fully inducted into the YMCA. To develop and implement a programme of housing related support and positive activities for tenants to develop the necessary life skills to move on and grow and develop. Ensure the health and safety compliance of the building(s), ensuring that residents are aware of all necessary procedures. To ensure management of License Agreements in line with legislation and best practice principles. To embed restorative approaches in dealing with anti-social behaviour and breaches of tenancy. To deliver the operational aspects of the Pathways and Housing First projects, ensuring all aims and outcomes are achieved. To adopt and foster a team approach, to work collaboratively across the senior housing team and other relevant colleagues as appropriate. Deputise for the Head of Housing in their absence. Participate in the Out-of-Hours Safeguarding Rota, ensuring responsive and effective safeguarding at all times. <u>Housing Performance</u> To effectively manage the budget.

Principal Duties and responsibilities

To ensure that occupancy and move-on are maximised, and that voids, arrears and bad debt performance are minimised in line with key performance targets.

To ensure that the performance requirements of key stakeholders are met.

That young people receive a high-quality person-centred service that is in line with YMCA Norfolk values.

To ensure accurate and up-to-date records are kept allowing the effective monitoring of contracts and performance.

To encourage a culture of continuous improvement amongst all service area staff.

To be alert to and manage risk effectively, and to ensure changes to risk levels are managed and communicated in line with the relevant policies and procedures.

Ensure that the Pathways and Housing First Projects are managed effectively.

Provide the quarterly reports for the Pathways and Housing First Projects.

Work with the Head of Housing to ensure the Supporting People contract and associated funding is managed effectively.

Co-Production

To actively encourage a culture of involvement and inclusion of young people in the work and life of the YMCA, providing practical opportunities and Your Voice.

To engage in wider involvement opportunities and activities including national and international YMCA events, as well as cross-County and non-YMCA opportunities.

To develop the use of and support to volunteers in the service area.

To engage the wider community in the service area to offer further learning opportunities for residents and other young people.

To adopt and foster a team approach, to work collaboratively across the senior housing team and other relevant colleagues as appropriate.

Line Management

Line management responsibility for Assistant Manager, Pathways Resettlement Worker, Housing First Engagement Workers and Housing Engagement Workers.

To recruit, induct, manage and develop the post holder's direct reports including recorded monthly line management supervision and annual appraisal, ensuring a motivated and effective staff team.

Adhering to sound management practice. Setting appropriate targets for the direct reports, monitoring performance and supporting them to maximise their potential.

Challenge poor performance, supported by senior housing staff and HR colleagues.

Support the development of team members in Trauma Informed Practice.

Identify and organise training opportunities for the team to ensure that team can work effectively with people with complex needs.

Oversee the provision of Night staff for the service ensuring that staff meet the YMCA Norfolk requirements.

Principal Duties and responsibilities**Communications**

To ensure effective liaison and communication with all departments regarding housing related issues and information.

To provide financial and statistical reports as required.

To assist the Head of Housing in representing the YMCA at external meetings and work pro-actively with external agencies and local churches as appropriate to develop a better housing service to young people within the YMCA and across agencies.

To assist the Head of Housing with key stakeholders in the development and ongoing management of services.

To input and participate in organisational projects and external projects as agreed with Head of Housing to meet organisational aims.

Christian Ethos

In sympathy with the Christian ethos of the YMCA and uphold its values.

Other Duties

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.

Unsocial Hours

YMCA Norfolk operates on a 24 hour, 365 days per year basis.

In line with other staff, the post holder may need to be contacted in the event of an emergency related to their service area.

Occasional projects, meetings and social events will require working evenings and weekends.

Safeguarding Statement

YMCA Norfolk is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, external workers and volunteers to share this commitment.

Equality, Diversity and Inclusion Statement

YMCA Norfolk is committed to creating a truly equal and inclusive environment. The people we support are diverse individuals and so are we. We aim to recruit and retain great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes us stronger and expect all staff, external workers and volunteers to share this commitment.

Special Demands

The jobholder is required to deal with some special demands on a frequent basis as a core element of the role which are:

Physical Demands - include bending, stretching, standing for long periods, extensive keyboard use beyond standard office work, climbing, lifting, and carrying, or aerobic or sporting activity.

Environmental Demands - include working in unpleasant conditions or exposure to hot, cold, dust and other elements.

Mental Demands - include long periods of concentration whilst subject to interruptions, dealing with highly repetitive tasks, high requirement for attention to detail.

Mandatory and Role Specific Training

All post holders are required to complete mandatory training in line with organisational requirements, as outlined in the Mandatory Training Logbook on PeopleHR. In addition, there may be role-specific training that the post holder will be expected to complete as part of ongoing development. It is the responsibility of the individual to ensure this training remains up to date.

PERSON SPECIFICATION	Example	Essential or Desirable
Skills & Abilities	Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts.	Essential
	Good written and verbal communication skills.	Essential
	Time and project management skills.	Essential
	Finance and project management skills.	Essential
	Competent user of MS Outlook, Word, PowerPoint and Excel and other Housing Management software.	Essential
Experience	Housing and tenancy management experience.	Essential
	Experience of Line Management.	Essential
	Experience of involving service users.	Essential
	Proven record of managing and motivating a team of staff and volunteers.	Essential
Knowledge inc. qualifications	Proven record of housing knowledge including regulation, Supporting People and QAF outcomes.	Essential
	Knowledge of the issues facing homeless young people.	Essential
	Demonstrable understanding of assessment of risk and needs.	Essential
	Knowledge of safeguarding children, young people and vulnerable adults in relation to housing.	Essential
	Competent in all areas of Maths and English.	Essential
	Willingness to work towards a professional qualification in housing where appropriate.	Essential
	Professional or skill-based qualification in Housing.	Desirable

PERSON SPECIFICATION	Example	Essential or Desirable
	Evidence of recent relevant training.	Desirable
Personal Attributes and Desired Behaviours and other requirements	Able to demonstrate a clear commitment to excellence in Housing Service delivery.	Essential
	Able to deal with problematic and complex behaviour.	Essential
	Able to present self and work effectively.	Essential
	High levels of honesty, integrity and discretion.	Essential
	Able to work to the YMCA Norfolk values and behaviours	Essential
	Hold a full driving licence and have own transport.	Essential

**It's the manager's responsibility to review and update the employee's Job Description should the role/duties change as per the recruitment policy.*