

## **Job Description: Service Manager (St. Martin's House)**

### **1. Background Information**

#### **About The Connection at St Martin's**

London, like many cities across the world, is an exciting and stimulating place. However, for some, it is a place to go when things have gone profoundly wrong and there is nowhere else. When people are on the edge, rough sleeping, isolated and in despair there must be a place to turn. The Connection is there to be with people as they overcome their problems, recover and move on to a meaningful, fulfilling life. However, this is not enough. The experiences of people on the edge matter. Their story must be told to those in a position of power and influence, so that rough sleeping is not an accepted feature of life in the UK.

The Connection at St. Martin's tackles rough sleeping by:

- providing services designed to help people to recognise their own strengths, recover from crisis and move away from the streets for good;
- collaborating with others to achieve this – a person's rough sleeping situation is rarely addressed by one agency working alone;
- Sharing our learning with others, to deepen our own understanding and create a more socially just society for those on the margins not just in London, but other parts of the UK and the world.

St Martin's House is The Connection's accommodation service, a 16 unit supported housing project in Clapham for people with a history of rough sleeping.

St Martin's House is undergoing an exciting service transformation and will become a female-only supported housing scheme from April 2023. Additionally, we are working with a Project Team on a capital development project at the site – 18 Keys – which will provide much needed space for communal and group activities, plus some additional bedsits, and is projected to be completed by March 2024.

Priorities for the service for 2022-2023 are to support the existing residents to move on to alternative accommodation in a sustainable and managed way and to support the senior leadership team to effect the transformation, including a regeneration programme of works to the main building and the recruitment of a larger team. From April 2023 we will be mobilising the new service, which will deliver intensive support and a home for women who are experiencing severe and multiple disadvantage.

This role requires someone with strong experience of effectively managing a supported accommodation service and a track record in supporting a team to deliver intensive, trauma-informed support to people with multiple and complex needs. The role requires experience in delivering gender-informed services to women with complex needs and knowledge of current best practice, along with a solid understanding of housing management functions. The successful candidate will demonstrate an ability to build strong relationships with colleagues and other professionals, and the capability to work autonomously and calmly under pressure. The post-holder must be well organised, solution-focused and able to use coaching techniques to develop those around them.

Responsible to:	Head of Recovery
Responsible for:	3 x Recovery and Resettlement Advisors 2 x Support Workers 2 x Night Support Workers Out of hours outsourced security team Volunteers
Liaison with:	Wandsworth Council, London & Quadrant Housing Association, other funding partners, Accommodation Providers, Clearing House, external support agencies and services, managers and other internal staff.
Job Purpose:	<ul style="list-style-type: none"> <li>• Managing a focused, efficient and effective team delivering strengths-based, gender and trauma-informed support to residents</li> <li>• Providing effective housing management functions</li> <li>• Developing relationships with external agencies and adopting joint working and collaborative approaches with key partners</li> <li>• Monitoring and evaluation of service delivery to demonstrate impact</li> <li>• Managing finances and supporting fundraising</li> </ul>
Salary	£37,274 - £ 43,349 (scales 29-35)
Contract	Permanent full-time position 35 hours per week 9:00-17:00 Monday to Friday

## 2. Responsibilities

### 2.1. Managing a focused, efficient and effective team delivering strengths-based, gender and trauma-informed support to residents

- Manage the Recovery and Resettlement team at St Martin's House, implementing the charity's HR systems including recruitment, regular 1:1s, training and team meetings;
- Provide robust support for the team in delivering intensive trauma and gender-informed support to people with multiple and complex needs;
- Ensure development and delivery of structured, co-produced strengths-based and recovery focussed action planning and review;
- Ensure accurate and timely recording on Inform and other case management systems;
- Ensure safeguarding concerns and incidents are recorded and responded to appropriately and promptly;
- Manage or oversee management of volunteers.

### 2.2. Providing effective housing management functions, including responsive management of repairs, maintenance, voids turnaround, health and safety, etc

- Support team to ensure that rent and service charges are collected and arrears are effectively managed;
- Deal promptly and effectively with abandonments, other termination of occupancy processes, unauthorised occupants or visitors and manage challenges that may arise within a supported housing setting;

- Ensure that voids are turned around within timeframes, liaising with the housing association and contractors;
- Oversee health and safety checks and processes, ensure all repairs and maintenance requirements are reported and dealt with;
- Review effectiveness of internal processes and procedures, and develop and implement changes if necessary for efficiency or changing needs of the service.

### 2.3. Developing relationships with external agencies and adopting joint working and collaborative approaches with key partners

- Build and strengthen strategic and operational partnerships with other organisations from the public, private and voluntary sector to enhance our services for clients, including links with accommodation providers, drug and alcohol services, mental health services and VAWG services;
- Manage an efficient flow of clients into and on from St Martin’s House, building and strengthening pathways, looking for solutions to issues as they arise;
- Develop new partnerships to meet clients’ needs and provide new opportunities that will facilitate recovery;
- Act as an ambassador for CSTM, building confidence in excellent service delivery, frontline knowledge and expertise.

### 2.4. Monitoring and evaluation of service delivery to demonstrate impact

- Oversee appropriate and timely data inputting to ensure effective communication and accountable record keeping;
- Lead on reporting to funders, and annual performance reviews of the service, ensuring appropriate record keeping, timely provision of reports and quality standards are maintained;
- Lead on monitoring and evaluation of the team’s work, engaging with data analysis and performance monitoring, to inform continuous improvement of the service;
- Work with the Client Involvement Coordinator to embed client feedback and coproduction as a crucial part of service evaluation and development;
- Support external evaluations and research projects related to the work of the team.

### 2.5. Managing finances and support fundraising

- Manage the team’s annual budget including helping to set the budget, review and monitor expenditure and ensure best value in all purchasing;
- Engage in the development of funding plans for the service and supporting fundraising activity where appropriate;
- Support with the submission of funding bids and tenders.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

## 3. Person Specification

<b>Knowledge and Experience</b>
Experience of managing supported accommodation services for people experiencing severe and multiple disadvantage, ensuring a strengths based and psychologically informed approach;

Experience of working within a women's service, delivering gender-informed support to women facing severe and multiple disadvantage;
Strong experience of management and team leadership, including tackling difficult staffing situations constructively and fairly;
Experience of dealing with challenges arising in supported housing settings, including antisocial behaviour, substance misuse, unauthorised occupants, abandonments, etc;
Knowledge of housing legislation, the benefits system and understanding of principles and processes as it applies to occupancy types in supported housing services;
Experience and knowledge of housing management functions, including health and safety processes, budget management, repairs, rent and service charge collection, voids turnaround, etc;
Experience of working in partnership and collaboration, particularly with accommodation providers, drug and alcohol and health services;
Experience of managing safeguarding, GDPR and other key policy areas associated with service delivery with people who have severe and multiple disadvantage;
Able to monitor, evaluate and continuously improve a service including use of quantitative and qualitative data;
<b>Skills and Attributes</b>
Excellent organisational skills and able to manage a varied and challenging workload with a degree of autonomy commensurate with the role;
Resilient and able to respond appropriately and effectively when faced with challenging behaviour;
The ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to clients and other workers.