

Job Description	
Job Title:	Head of Commissioned Services
Section:	Senior Management Team (O Hanlon House Hostel & Community Properties)
Reports to:	CEO
Responsible for	Three Team Managers
Location	Oxfordshire – Based at offices at O Hanlon House Hostel in central Oxford and Crown House, Cowley Road Oxford. You may be required to work in other services and offices.
Main Purpose of Job	
<p>Reporting directly to the CEO, the Head of Commissioned Services is primarily responsible for leading and managing:</p> <ul style="list-style-type: none"> ➤ The professional development of staff employed to deliver our commissioned contracts. ➤ The implementation of public authority contracts. ➤ All commissioned housing related support services across Homeless Oxfordshire. 	
Principal Accountabilities	
<ul style="list-style-type: none"> ➤ To be responsible for overseeing operational activities and ensuring the safe and effective running of Homeless Oxfordshire Ltd.'s commissioned services. ➤ To lead and drive the development and continuous review and improvement of these services in accordance with the aims and objectives of Homeless Oxfordshire Ltd. ➤ To ensure that Homeless Oxfordshire Ltd delivers the service requirements of all public authority contracts. ➤ To liaise with commissioners, ensure effective communication and encourage an approach of co-production so that we can better meet the needs of our clients. 	

- To manage the recruitment, motivation, supervision and support of good quality staff.
- To ensure that Homeless Oxfordshire Ltd delivers effective support and care that meets the needs of our clients.
- To manage a budget and oversee and monitor the material, financial and information resources of the organisation.
- To ensure that all services are run safely and compliant with safeguarding and health and safety policies.
- To write and inform the policies and procedures of the organisation with the Senior Management Team and CEO.
- To represent the charity at external events and act as an ambassador.

Safeguarding Statement

Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.

We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures.

Health and Safety Statement

Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.

In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.

The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law.

This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.



Person Specification – Head of Commissioned Services

We require the post holder to be able to demonstrate in their application that they have the knowledge, experience, skills and abilities to be an effective Head of Commissioned Services.

We will be looking for evidence of the following during the selection process and if you are shortlisted.

ESSENTIAL CRITERIA

Experience of:

- Managing supported accommodation services.
- Working with Commissioners and contract management
- Leading a team and managing staff
- Working strategically across different sectors
- Working with homeless people or clients with mental health, drug or alcohol problems
- Managing a budget and overseeing financial/recording systems
- Providing a broad range of monitoring information and impact reports

Knowledge

- Knowledge of voluntary and statutory services available to homeless people and/or vulnerable adults.
- Knowledge of the political and social context of work with single homeless people.
- Knowledge of and commitment to policies to prevent discrimination and harassment on the grounds of gender, race, age, sexuality or beliefs
- Knowledge of and experience of quality HR processes

Skills and Abilities

- Ability to lead and inspire a team and to make quick and effective decisions
- Strong ability to communicate with wide variety of people
- Proactive approach to problem solving
- Firm belief in benefits of service user involvement
- Open attitude to change, and ability to facilitate, enable and encourage the engagement of others in the change process
- Excellent verbal and written interpersonal skills.
- Ability to develop and implement systems, policies and procedures
- Ability to prioritise a heavy workload.
- Ability to motivate and influence staff to work to their full capabilities and provide effective supervision.
- Commitment to the values and objectives of Oxford Homeless Pathways

DESIRABLE CRITERIA

- Qualification or strong experience in a related field, e.g. social work, management, housing, counselling, advice work, mental health.

Values statement. Homeless Oxfordshire - *housing today, hope for tomorrow.*

Our values drive our work and are the life blood of our charity. They guide the way we work with our clients, within our communities and with each other.

We strive to be **effective**, to **challenge** perceptions and systems. We **inspire** clients, our partners and each other. We are **responsive** to need and **compassionate**. Above all we are **brave** and will not give up on people that society may have left behind.

