

Job Description	
Job Title:	Head of Support Services
Section:	Senior Management Team (O'Hanlon House Hostel & Community Services & Projects)
Reports to:	CEO
Direct Reports	4x Team Managers
Location	Based at offices at O'Hanlon House Hostel, with periodic travel to other project and offices in and around Oxford City. This role is also occasionally required to work in other services and offices.
Main Purpose of Job	
<p>Reporting directly to the CEO, the Head of Services is primarily responsible for leading and managing:</p> <ol style="list-style-type: none"> 1. The successful delivery of high quality support service provision across the hostel and community based projects 2. The implementation and management of commissioned contracts 3. Working with the senior management team to shape services to align with new Alliance based model 4. The professional development of staff employed to deliver our services 5. To be the safeguarding lead across Homeless Oxfordshire 	
Principal Accountabilities	
<ul style="list-style-type: none"> • To ensure that Homeless Oxfordshire delivers effective and high-quality support and care that meets the evolving needs of our clients • To ensure that all services are run safely and compliant with safeguarding and health and safety policies • To ensure an effective and sustainable tenancy service • To encompass new ways of working with the Alliance partnership • To lead and drive the development and continuous review and improvement of all commissioned and non-commissioned support services in accordance with the aims and objectives of Homeless Oxfordshire • To provide line management supervision and support to team managers and leaders, ensuring they meet all aims, objectives and outcomes, according to relevant policies and procedures • To ensure all support services work within agreed budgets and timeframes and carry out all required monitoring and evaluation reporting • To provide effective leadership across the organisation • To contribute to the development and implementation of Homeless Oxfordshire's strategic objectives across all services • Developing and maintaining strong internal working relationships to ensure managers and teams deliver high quality services that are reflective of Homeless Oxfordshire's values and address local needs 	

- Ensure quality assurance and consistent improvement, and services achieve targets
- To work closely with the Head of Fundraising and Communications to develop and submit bids and funding applications and relevant communications to enhance and scale up services
- To ensure that Homeless Oxfordshire Ltd delivers the service requirements of all commissioned contracts
- To liaise with commissioners and Alliance members and ensure effective communication and encourage an approach of co-production to better meet the needs of our clients
- To manage the recruitment process of quality staff
- To inform, create, and implement relevant 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 Services

Homeless Oxfordshire strives to be effective, appropriately challenge people and systems, 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.

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

ESSENTIAL CRITERIA

Knowledge

- An understanding of the needs of homeless people
- Knowledge of voluntary and statutory services available to homeless people and vulnerable adults
- An understanding of housing laws & the benefits system
- Knowledge of safeguarding legislation and risk assessment methodology
- A commitment to and an understanding of policies to prevent discrimination and harassment on the grounds of gender, race, age, sexuality or beliefs

Experience

- Senior management in a voluntary sector organisation
- Significant experience of working with homeless people and/or vulnerable adults
- Significant experience of working with clients with mental health, drug or alcohol problems.
- Significant experience of managing staff

Skills and Abilities

- Proven track record of achieving successful move on outcomes with clients
- Excellent communication and presentation skills with the ability to write clear and accessible presentations and reports
- Strong interpersonal skills
- Proactive approach to problem solving
- Firm belief in benefits of service user involvement
- Excellent influencing, facilitation, engagement and co-production skills
- Open attitude to change and ability to facilitate, enable and encourage the engagement of others in the change process
- Ability to keep comprehensive case files and notes
- Ability to prioritise a heavy workload
- Ability to lead a team and to make quick and effective decisions
- Ability to deal with challenging behaviour
- Ability to motivate and influence staff to work to their full capabilities and provide effective supervision
- Ability to produce letters and reports using Microsoft Word, and to store/retrieve information on a computer database
- Commitment to the Values and Objectives of Homeless Oxfordshire

DESIRABLE CRITERIA

- Experience or training in related fields. i.e.; social work, counselling, advice work, mental health, etc.
- Knowledge of Oxford Homeless network
- Driving licence and access to a car
- Experience of working in a supported housing environment
- Experience of sourcing and compiling good quality training programmes

