

# Job Description

<b>Job Title:</b>	Team Manager (Housing & Support Services – O’Hanlon House Hostel & Vineyard)		
<b>Organisational Level:</b>	Manager		
<b>Hours:</b>	Full Time There is an expectation that this role will be required to be on call in line with regular rotas	<b>Status:</b>	Permanent
<b>Accountable to:</b>	Head of Support Services	<b>Responsible to:</b>	Head of Support Services
<b>Remuneration:</b> Per annum	Circa £30,000	<b>Responsible for:</b>	Team of Support Staff and Team Leaders
<b>Location:</b>	Oxfordshire – Your main office base will be dependent on the teams you manage. You may be required to work in other services and offices.		
<b>Date produced:</b>	25/11/2021	<b>Date for review:</b>	25/11/2022

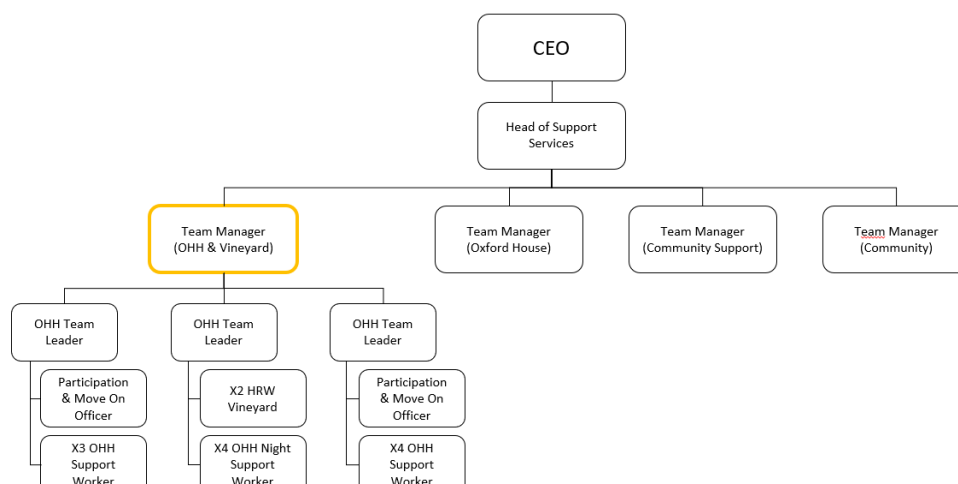
## Main purpose of job:

This role is responsible for delivering high quality Housing, Support and Resettlement services across Homeless Oxfordshire. The role holder will need to ensure employees within their team are supported and equipped to deliver effective Housing and Support Services to all residents and clients in the Hostel and Community Housing Services.

In addition, this role must ensure the Health & Safety and Safeguarding of all clients and staff in Homeless Oxfordshire Services. This includes being involved in the safety and security of our buildings and working closely with the Head of Support Services.

This role has accountability for the leadership and line management of the O’Hanlon House Hostel & Vineyard Support Services team.

## Organisational Structure:



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## Main Areas of Responsibility:

- Ensure the effective delivery of high-quality care, support and housing management according to Homeless Oxfordshire policies and procedures.
- Work with the Head of Support Services to:
  - Ensure that all contractual obligations and management agreement standards are met.
  - Ensure that there is full compliance with the commissioning requirements and the Charity's policies & procedures.
  - Ensure that service provision, requirements and expectations are known to all Homeless Oxfordshire employees.
  - Monitor performance indicators and standards of service.
  - Ensure policies and procedures are kept up to date and provide training and advice on policies, procedures and good practice to team and ensure compliance.
- Report any safeguarding concerns without delay and inline with procedures to the Head of Support Services.
- Ensure the smooth running of the services you are responsible for and your team. This may include arranging and managing rotas which should be fairly allocated.
- Ensure that IT systems are updated as required and concise record keeping is completed promptly.
- Take responsibility for financial processes including debt recovery and budget management according to Homeless Oxfordshire policies and procedures.
- Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.
- Ensure your team maintain positive client satisfaction by being respectful and demonstrating effective communication and service to clients.
- Manage complaints and suggestions in line with to Homeless Oxfordshire policies and procedures.
- Ensure your team are aware of and include their clients in Client Participation during their time using Homeless Oxfordshire services.
- Keep up to date with relevant legislation changes for housing support and care.
- Ensure that Homeless Oxfordshire's Equal Opportunities Policies are complied with and promoted across your team.
- Represent Homeless Oxfordshire at strategic and interagency meetings as required.

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## Team-wide responsibilities:

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.

## Responsible for employees:

- Provide clear and consistent leadership and line management of your team, ensuring they meet all aims, objectives and outcomes.
- Conduct fair and inclusive recruitment processes should the need arise.
- Support the professional development and wellbeing of your team.
- Provide support, advice and guidance to team members as appropriate.

## Key working relationships:

- Head of Support Services
- Senior Management Team
- Team Managers (Support Services)
- Your team
- Clients and users of Homeless Oxfordshire services
- Peers in the homelessness and charitable sectors

## 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.

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## Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
<b>Knowledge, Experience, Qualifications, Professional Memberships &amp; Training</b>	<ul style="list-style-type: none"> <li>• An understanding of the needs of homeless people</li> <li>• Knowledge of voluntary and statutory services available to homeless people</li> <li>• An understanding of housing laws &amp; the benefits system</li> <li>• Knowledge of health and safety legislation and risk assessment methodology</li> <li>• Significant experience of working with homeless people</li> <li>• Significant experience of working with clients with mental health, drug or alcohol problems</li> <li>• Experience of managing a team</li> <li>• Sound understanding of broader environmental factors and Homeless Oxfordshire’s goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience or training in related fields. i.e. social work, counselling, advice work, mental health.</li> <li>• Knowledge of Oxford Homeless network</li> <li>• Driving licence and access to a car</li> <li>• Experience of working in a supported housing environment</li> <li>• Experience of sourcing and compiling good quality training programmes</li> <li>• Knowledge of and experience of recruitment processes</li> <li>• Experience of applying market, commercial and financial understanding to identify and develop new business opportunities for a charity</li> </ul>	<p>A, I, As</p>
<b>Communication, Engagement &amp; Relationships</b>	<ul style="list-style-type: none"> <li>• Proven track record of achieving successful move on outcomes with clients</li> <li>• Firm belief in benefits of service user involvement</li> <li>• Open attitude to change and ability to facilitate, enable and encourage the engagement of others in the change process</li> <li>• Confident and engaging verbal and written interpersonal skills with the ability to network, influence and build relationships at all levels</li> <li>• Ability to connect with, motivate and drive others</li> <li>• Modifies own style and approach in order to achieve goals and effectiveness</li> <li>• Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision</li> <li>• Displays self-awareness and integrity in all relationships</li> <li>• Ability to make quick and effective decisions</li> <li>• Excited by and passionate about delivering impact for people experiencing homelessness</li> <li>• IT literate with knowledge of Microsoft packages in order to produce letters &amp; reports and store/retrieve information from databases.</li> </ul>		<p>A, I, As</p>

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<p><b>Team Skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to lead, inspire and engage team to own and deliver on Homeless Oxfordshire’s Vision and Objectives</li> <li>• Ability to deal with challenging behaviour</li> <li>• Excellent leadership and team management skills with a successful track record of managing, developing and motivating staff</li> <li>• Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people</li> <li>• Excellent at motivating others and building resilience in the team.</li> <li>• Thrives in a fast-pace environment, with a 'can do' attitude</li> <li>• Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement</li> <li>• Enthusiasm, energy and willingness to meet challenging demands and work to deadlines</li> <li>• Commitment to the Values and Objectives of Homeless Oxfordshire</li> <li>• Ability to work across the whole organisation with other services and departments as appropriate</li> </ul>		<p>A, I, As</p>
<p><b>Analytical, Problem Solving &amp; Judgement Skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to proactively identify problems, seek relevant data, recognise important information, diagnose possible causes and define forward thinking solutions</li> <li>• Applies own knowledge and skills appropriately to contribute to the effectiveness of Homeless Oxfordshire’s operations, processes and systems</li> <li>• Able to identify and resolve risk management issues according to policy/protocol</li> <li>• Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer these where required for resolution</li> <li>• Ability to analyse data and information, engage stakeholders and weigh up options to make clear decisions.</li> <li>• Demonstratable experience of working successfully within income and expenditure budgets</li> <li>• Understanding of the context in which you work, the needs of others and able to connect people and projects so that the sum of the parts is greater than the individual elements.</li> </ul>		<p>A, I, As</p>

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<p><b>Planning &amp; Organisational Skills</b></p>	<ul style="list-style-type: none"> <li>• Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution</li> <li>• Ability to organise, plan and prioritise on own initiative, for self and others, including when under pressure and meeting deadlines</li> <li>• Produce timely and informative reports</li> <li>• Ability to keep comprehensive case files and notes</li> <li>• Manage the flow of process and practice</li> <li>• Proactively participate in annual reviews for self and for others</li> <li>• Excellent project management skills</li> <li>• Strong attention to detail, deadlines and planning workload</li> <li>• Anticipates future demands, opportunities and constraints; translates and implements plans to meet these.</li> </ul>		<p>A, I, As</p>
<p><b>Standards &amp; Compliance</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of safeguarding legislation and risk assessment methodology</li> <li>• Knowledge of voluntary and statutory services available to homeless people and vulnerable adults</li> <li>• Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR).</li> </ul>		<p>A, I</p>
<p><b>Equality, Diversity &amp; Inclusivity</b></p>	<ul style="list-style-type: none"> <li>• Respects and values the diversity of colleagues, clients and wider operational environment.</li> <li>• Demonstrates commitment to enhancing and developing Homeless Oxfordshire services in line with principles of equality and diversity</li> <li>• Ability to work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.</li> </ul>		<p>A, I</p>
<p><b>Personal / Professional Development</b></p>	<ul style="list-style-type: none"> <li>• Commitment to developing skills required to progress in role</li> <li>• Commitment to appraisal and annual review process with manager</li> <li>• Ability to apply new information and learn from experiences.</li> <li>• Shares knowledge and learning with others and recognises own strengths and areas for development</li> </ul>		<p>A, I</p>

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising.*

## Best Practice Recruitment

### Equality & Diversity

The organisation is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

### Health & Safety

The organisation recognises its duties under the Health and Safety at Work Act (1974) to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All employees under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

### Risk Management

All employees will always follow risk management policies and procedures. All employees are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to the Head of Support Services at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All employees have a responsibility to report accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All employees must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for employees, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

### Policies and Procedures

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the BreatheHR system and our online network. The organisation operates a policy which promotes a smoke free environment.

### Appraisal and Personal Development

The organisation is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs to meet the agreed performance standards.

### Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be

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attributed to an individual. The job holder must adhere to information governance policies and procedures including the Data Protection Act (2018).

Managers have a responsibility to ensure that their employees are equipped with the necessary tools to use in the implementation of information governance.

## Equal Opportunities

The organisation is committed to respect for others, equality of opportunity and diversity in the workplace. All managers and employees must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

<b>Signed:</b>		<b>Line Manager Name:</b>		<b>Date:</b>	Click or tap to enter a date.
<b>Signed:</b>		<b>Employee Name:</b>		<b>Date:</b>	Click or tap to enter a date.

