



JOB DESCRIPTION

Job Title:	Cherwell Team Manager		
Hours:	Full-Time	Status:	Permanent
Accountable to:	Head of Support Services		
Remuneration: Per annum	£34,000	Responsible for:	Operational running of two accommodation projects in Cherwell
Location:	Banbury & Bicester		
Date produced:	06/02/2023	Date for review:	06/02/2024

About us:

Homeless Oxfordshire Ltd is a registered charity working across the county with people who are facing homelessness. We provide a range of accommodation with access to high quality support, offering a safe and welcoming space for people to take control of their own lives.

We strive to provide a greater level of psychologically informed support in the right environments for some of the most vulnerable people across the county. A large part of our future plans involve the acquisition of new properties and the development of existing accommodation, and in order to do this we need to increase the amount we raise through voluntary income.

Main purpose of job:

This role is responsible for delivering of high quality housing, support and resettlement services at our Cherwell accommodation services. The role holder will ensure their teams are supported and equipped to deliver effective housing and support services to all service users in Cherwell. This role has accountability for the leadership and line management of a twenty eight bed high support need accommodation service in Banbury, and a nine bed low support need accommodation service in Bicester.

Our Values:

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.

Main Areas of Responsibility:



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- 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:
 1. Ensure that all contractual obligations and management agreement standards are met.
 2. Ensure that there is full compliance with the commissioning requirements and the Charity's policies & procedures.
 3. Ensure that service provision, requirements and expectations are known to all Homeless Oxfordshire employees.
 4. Monitor performance indicators and standards of service.
 5. 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 in line with procedures to the Head of Support Services.
- Ensure the smooth running of the services you are responsible for and your team. This includes arranging and managing rotas.
- 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 engagement and coproduction activities.
- 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.
- Be part of an on call rota covering evenings & weekends on a rolling basis.

Key working relationships

- Head of Support Services
- Senior Management Team
- Team Managers (Support Services)
- Your team



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- Clients and users of Homeless Oxfordshire services
- Peers in the homelessness and charitable sectors

Safeguarding statement:

Homeless Oxfordshire is committed to safeguarding and promoting the welfare of all adults, children and young people who are at risk of harm and that come into contact with our services. We believe that all 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. As a result, we have a robust safeguarding policy to ensure everyone is treated fairly and a whistleblowing policy to enable people raise any concerns confidentially. We expect everyone working on behalf of the Company) to share this commitment and read, understand and adhere to this policy and related procedures.

Equal Opportunities

We employ people on the basis of their abilities. We strive to attract and develop talent that is representative of our clients and all sections of the society, and do not discriminate based on age, faith, disability, race, gender, sexuality and socio-economic, regional or cultural background.

If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

What we offer

We believe in our people and empower them to deliver the best services and outcomes for our clients. In addition to 26 days annual leave days per year plus bank holidays (increasing incrementally up to 30 days at 5 year's service) , we have an extensive list of benefits that include: Employee Assistance Programme, Cycle to Work, matching pension scheme days, retail discounts, eyecare vouchers, free lunch at our OHH location and development opportunities.

Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
Knowledge, Experience, Qualifications, Professional Memberships & Training	<ul style="list-style-type: none"> • An understanding of the needs of homeless people • Knowledge of voluntary and statutory services available to homeless people • An understanding of housing laws & the benefits system • Knowledge of health and safety legislation and risk assessment methodology • Significant experience of working with homeless people • Significant experience of working with clients with mental health, drug or alcohol problems • Experience of managing a team • Sound understanding of broader environmental factors and Homeless Oxfordshire's goals. 	<ul style="list-style-type: none"> • Experience or training in related fields. i.e. social work, counselling, advice work, mental health. • 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 • Knowledge of and experience of recruitment processes • Experience of applying market, commercial and financial understanding to identify and develop new business opportunities for a charity 	<p>A, I, As</p>
Communication, Engagement & Relationships Skills	<ul style="list-style-type: none"> • Proven track record of achieving successful move on outcomes with clients • 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 		<p>A, I</p>

	<p>process</p> <ul style="list-style-type: none"> • Confident and engaging verbal and written interpersonal skills with the ability to network, influence and build relationships at all levels • Ability to connect with, motivate and drive others • Modifies own style and approach in order to achieve goals and effectiveness • Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision • Displays self-awareness and integrity in all relationships • Ability to make quick and effective decisions • Excited by and passionate about delivering impact for people experiencing homelessness • IT literate with knowledge of Microsoft packages in order to produce letters & reports and store/retrieve information from databases. 		
<p>Team skills</p>	<ul style="list-style-type: none"> • Ability to lead, inspire and engage team to own and deliver on Homeless Oxfordshire’s Vision and Objectives • Ability to deal with challenging behaviour • Excellent leadership and 		<p>A,I</p>

	<p>team management skills with a successful track record of managing, developing and motivating staff</p> <ul style="list-style-type: none"> • Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people • Excellent at motivating others and building resilience in the team. • Thrives in a fast-pace environment, with a 'can do' attitude • Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement • Enthusiasm, energy and willingness to meet challenging demands and work to deadlines • Commitment to the Values and Objectives of Homeless Oxfordshire • Ability to work across the whole organisation with other services and departments as appropriate 		
<p>Analytical, Problem Solving & Judgement Skills</p>	<ul style="list-style-type: none"> • Ability to proactively identify problems, seek relevant data, recognise important information, diagnose possible causes and define forward thinking solutions • Applies own knowledge and skills appropriately to contribute to the 		<p>A, I, A</p>

	<p>effectiveness of Homeless Oxfordshire’s operations, processes and systems</p> <ul style="list-style-type: none"> • Able to identify and resolve risk management issues according to policy/protocol • Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer these where required for resolution • Ability to analyse data and information, engage stakeholders and weigh up options to make clear decisions. • Demonstratable experience of working successfully within income and expenditure budgets • 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. 		
<p>Planning & Organisational Skills</p>	<ul style="list-style-type: none"> • Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution • Ability to organise, plan and prioritise on own initiative, for self and others, including when under pressure and meeting deadlines 		<p>A, I, A</p>

	<ul style="list-style-type: none"> • Produce timely and informative reports • Ability to keep comprehensive case files and notes • Manage the flow of process and practice • Proactively participate in annual reviews for self and for others • Excellent project management skills • Strong attention to detail, deadlines and planning workload • Anticipates future demands, opportunities and constraints; translates and implements plans to meet these. 		
Standards & Compliance	<ul style="list-style-type: none"> • Knowledge of safeguarding legislation and risk assessment methodology • Knowledge of voluntary and statutory services available to homeless people and vulnerable adults • 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). 		<p>A,I</p>
Equality, Diversity & Inclusivity	<ul style="list-style-type: none"> • Respects and values the diversity of colleagues, clients and wider operational environment. • Demonstrates 		<p>A,I</p>

	<p>commitment to enhancing and developing Homeless Oxfordshire services in line with principles of equality and diversity</p> <ul style="list-style-type: none"> • Ability to work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation. 		
<p>Personal / Professional Development</p>	<ul style="list-style-type: none"> • Commitment to developing skills required to progress in role • Commitment to appraisal and annual review process with manager • Ability to apply new information and learn from experiences. • Shares knowledge and learning with others and recognises own strengths and areas for development 		<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