

Supported Housing Manager Job Description and Person Specification



Who We Are.

Support When It Matters Enterprise CIC (SWIM) is an African/Caribbean led Hackney-based social enterprise focused on improving mental health and wellbeing and criminal justice outcomes for African/Caribbean and other minoritised communities.

Our expertise is in delivering culturally informed psycho-social interventions to individuals and groups experiencing discrimination and exclusion, helping them make positive changes in their lives through better access to services such as substance misuse or mental health support. We deliver programmes to reduce re-offending and substance misuse, along with housing and employment.

Our approach is embedded in hope, compassion and unconditional positive regard while facilitating and supporting personal responsibility and commitment to change. Our programmes and service areas actively support participants to examine culture, and belief systems, acknowledge hardships and build the motivation and resilience to work towards positive goals and aspirations.

SWIM is commissioned by Local Authorities, Ministry of Justice (MoJ) and other commissioners to support people from African/Caribbean heritage and other minoritised communities to overcome their challenges and go on to lead meaningful lives.

Through our consultancy and outreach work, we also support local health and mental health services to design more culturally informed approaches that reduce the reticence to engage and reduce mistrust among many ethnic minority communities.

The SWIM Way

Mission

We believe equality and inclusion strengthen our communities, so we work to inspire a sense of belonging in others. Compassion, Understanding and Respect for the individual and the communities in which they reside underpin our commitment to enabling positive change. We offer our life experience and skills to equip individuals with the tools they need and empower them to lead better lives.

Values

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|-----------|---------------|
| Equality | Understanding |
| Inclusion | Compassion |
| Belonging | Respect |

Support When It Matters

SWIM Principles

- We give a voice to people who have previously been silenced
- We show love and understanding in walking alongside you to find your truth
- We cultivate a culturally sensitive environment, creating a sense of belonging
- We influence funders to respond to your needs
- Our lived experience allows us to approach our work with genuine compassion
- We are respectful and responsive to everyone

SWIM Team Principles

- I am accountable for doing what I have committed to
- I am transparent about when I need support
- I continuously learn
- I share accountability with my team, for speaking up
- I am responsive and compassionate to my team’s needs
- I take responsibility for the impact I have on my team

Job Description and Person Specification	
Job Title:	Supported Housing Manager
Project Base:	SWIM, London Wide
Hours & Salary:	37.5 hours – £32,386 - £35,396
Accountable to:	Operations Manager
Job Summary:	<p>We are recruiting an experienced Supported Housing Manager to oversee the daily management of our housing provision and staff team across all Support When It Matters Enterprise (SWIM) schemes. Our staff teams provide housing and recovery support to people who have a range of complex support needs relating to substance and/or alcohol issues, poor mental health and are experiencing accommodation problems. You will create a culture to support the ethos of the organisation and provide values based, clear, and passion driven operational leadership to your teams.</p> <p>SWIM works closely with local communities to provide the infrastructures that create meaningful alternatives to homelessness, including problematic substance and alcohol use. This includes the development of an internal therapeutic programme, a mutual aid offer, and linkage to a range of community activities.</p>

You will be responsible for several key delivery areas:

1. The management of accommodation that provides a therapeutic environment for individuals, before moving on to full independence, their own tenancies and potentially employment. The role will involve managing Team Leaders, Project Workers and Volunteers and ensuring the safety and wellbeing of residents.
2. Effectively manage the Housing Team to deliver a blend of Housing First, harm reduction techniques and the provision of Psychologically Informed Environments. You will ensure staff provide a timely and robust assessment, pre-tenancy work and case coordination of individuals in the house and the provision of both opportunistic and structured interventions.
3. Assist in processing referrals, conduct thorough assessments and complete admissions through the smooth running and development of projects and move on accommodation pathways, ensuring tenants have a fluid transitional experience and their needs appropriately met. Ensuring all housing benefit claims are active and unblocking paused or suspended claims.
4. You will work closely with the Local Authority, partner organisations, team leaders, clinicians, social enterprises, and education and training providers to develop integrated infrastructures that engage, support, and navigate individuals into established wellbeing and meaningful activity in the community, including sustainable alternatives to drug/alcohol misuse and crime.
5. Working alongside the operations manager and through supervision and solid management, look to build quality across services and expand the provision across SWIM.
6. Working alongside the housing compliance manager you will be responsible for completing schedules of work and be first port of call for contractors. You will work alongside the Central Housing Team to ensure contractors fulfil their works within an agreed timescale and to a high standard.
7. You will assist the Central Housing Team in conducting periodic audits of the regions housing provision, identifying deficiencies and improvement works and ensuring completion of action plans in agreed timescales.

	<ol style="list-style-type: none">8. Alongside the housing compliance manager you will be responsible for ensuring statutory compliance of all properties ensuring all documentation is recorded, stored and followed up at point of expiry.9. Alongside the housing compliance manager you will ensure that all property checks are completed on a weekly cycle to ensure properties are safe and meet legal compliance. If remedial works are required, you will ensure maintenance is conducted in a timely manner.
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Principal Duties and Responsibilities

Leadership and Staff Management

1. Hold managerial responsibility for the staff within your team to ensure a skill mix and ensure robust systems are in place for reflective practice, general and clinical supervision.
2. Participate, collaborate on, and co-produce the appraisal, supervision, and Learning & Development processes.
3. To manage all employee relations (HR) issues within your team and support the recruitment, induction and training of staff and professional volunteers.
4. To provide coaching, wellbeing support, training, and supervision to enable your team to deliver their roles, grow and reach their fullest potential.
5. Deliver in-house training to staff teams where appropriate and ensure staff are qualified to carry out their duties safely and effectively.

Communication, Representation and Engagement

1. To ensure the profile of SWIM is raised at every opportunity and that examples of good practice are shared with the widest possible audience, including commissioners, local employers, communities, and recovery communities through a variety of communications, marketing and media sources and platforms.
2. To manage internal communications to ensure that SWIM's values are lived day-to-day, and potential for sharing and learning is maximised across the organisation.

Governance, Legal, Facilities and Risk

1. To ensure all SWIM's risk management and quality assurance policies are implemented and staff (paid and unpaid) understand and adhere to SWIM's policies and procedures.
2. To ensure the safety of all staff, tenants and service users and maintain awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.
3. Ensure the effective implementation and compliance of serious untoward incident reporting in line with policy and procedures, carrying out investigations and implementing lessons learned.
4. Deal with issues and complaints raised by complying with SWIM's complaints processes.
5. Promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating SWIM's commitment to valuing diversity.

Finance

1. To support and manage processes related to the financial management of petty cash, systems, rent collection and housing benefit payments including liaison with the Local Authority to ensure benefit claims are submitted and processed efficiently and effectively.
2. To take appropriate steps to manage any financial risks that could impact on your services, staff and the overall organisation.

Service Delivery & Performance

1. Ensure systems are in place to collate, monitor, audit and report data, ensuring performance data, activity, opportunities, and interventions are collated, recorded, and reported accurately and in a timely manner and attend performance meetings as required.
2. Identify any risks, poor practice and/or sub-standard practice and environments in relation to health and safety, ensuring staff are competent in the delivery of safe housing management systems and checks.
3. Support the reorganisation of existing property and/or implementation of new properties across SWIM housing stock.

4. Ensure the effective management and coordination of staff, volunteers, and coaches in working with residents, facilitating Access to Mutual Aid, Asset Based Community Development, and ongoing Recovery Support.
 5. Take responsibility for health & safety and property compliance across all properties.
 6. Promote and encourage the utilisation of volunteers and coaching opportunities across all SWIM schemes.
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Other

1. You will be required to work flexibly from varying operational sites as required and agreed with line manager.
 2. A willingness to work some evenings/weekends as required.
 3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service user group.
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Generic Duties & Responsibilities

Confidentiality

Service user, volunteer and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all SWIM's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

Privacy & Dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child's welfare.

Health & Safety

SWIM has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management.

Educational Requirements & Competency Framework

These are the education requirements and competencies required for this role. Please demonstrate in your application where you meet the requirements and where you may need additional support and training.

ESSENTIAL	DESIRABLE
<p>Education & Experience</p> <p>Housing management experience including experience working in therapeutic environments.</p> <p>Experience of managing staff in a challenging and demanding environment.</p> <p>Experience of delivering training.</p> <p>Experience of staff supervision & development training.</p> <p>Experience of effective, purposeful, and active partnership working.</p> <p>Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally and in their personal recovery journey.</p> <p>Experience of effectively using data collection systems and translating data output in to meaningful, clear information.</p> <p>Experience that demonstrates administrative and financial management skills including direct experience of managing budgets.</p>	<p>Education & Experience</p> <p>IOSH or NEBOSH Qualification – or willingness to work towards either.</p>

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COMPETENCY FRAMEWORK:

Manager

Thinking

Skills

Problem Solving & Decision-Making

- ACT informed
- Emotional Intelligence
- Intuitive
- Decision Making
- Problem Solving
- Strategic Thinking

Systems & Processes

- Data Quality Management

Numerical & Analytical

- Analytical
- Financial Management

Adaptability & Flexibility

- Innovation

Experience & Knowledge

Systems & Processes

- Budgets & Finance
- Service Management

Compliance

- Policy Implementation
- Risk & Incidents
- Performance / Key Performance Indicators
- Audit
- Employee Relations
- Compliance & Quality

Communication

Skills

Effective Communication

- Interpersonal
- Negotiation
- Writing
- Presentation
- Conflict Resolution
- Accuracy

IT & Digital

- IT & Digital Literacy

Planning & Organising

- Organisational

Experience & Knowledge

Compliance

- Boundaries & Risk

Effective Communication

- Conflict Resolution
- Writing & Presenting Reports
- Chairing Meetings
- Mediating
- Training

Collaboration

- Relationship Management

Planning & Organising

- Recruitment
- On-Boarding and Induction

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Practical

Skills

Planning & Organising

- Delegation
- Administration

Technical Competency

- Service design and implementation
- Business development
- Enabling Performance
- Management
- Leadership

Adaptability & Flexibility

- Embracing Challenge
- Change Management
- Innovation

Collaboration

- Collaborative working
- Relationship Building

Experience & Knowledge

Compliance

- Safeguarding Level 4
- Health & Safety
- Data Protection
- Information Governance
- Contract Management

Technical Competency

- Degree Level Education or Equivalent
- Leadership Qualification or Relevant Experience
- Industry Knowledge & Experience
- Effective Operational Management
- Trauma Informed Approaches