



# Hope Housing

GIVING HOPE, CHANGING LIVES,  
ENDING HOMELESSNESS.

## Housing Support Manager

**Closing date: Monday 30th September 2024 - 5pm**

**Interview date:** to be confirmed

Please write 1 page on why you would like the job, please state how you meet the essential and if appropriate the desirable criteria. Please also attach your CV.

By applying for this post you agree to your information being held and used in line with Hope Housing's Data Privacy Policy available on our [website](#).

As we continue to expand we are pleased to announce the creation of the post of Housing Support Manager. The successful candidate will manage the support staff for Hope Housing and have the responsibility for the support offered to all our clients who live in our supported housing projects.

### Who are we?

Established in 2008, Hope Housing is a registered Christian charity working with people experiencing homelessness in Bradford. Our vision and aim is to Give hope to those who see no hope in their lives. We do this by supporting each individual and helping them to change their lives so that they can end their own homelessness story through the provision of a range of services including crisis management, advice and advocacy and supported housing. Hope Housing currently has 60 supported bed places in 43 properties across the city and we are actively looking to expand our portfolio. We are connected into a wide range of working partnerships with statutory and voluntary services and churches to deliver a range of person centred services in the City. We know that we cannot solve homelessness by ourselves; our key principles are to work with others and focus our work on filling gaps in homeless provision so that in our city no one will be left out. All our support is tailored to each individual and enables even the most disadvantaged people to access housing, financial and practical help through a person-centred, individualised approach.

### Purpose

The Housing Support Manager will manage the support offered to our clients within both our supported housing schemes and other projects within Hope Housing. As a member of the team, the Housing Support Manager will contribute to fulfilling Hope Housing's vision of Giving Hope, changing lives and Ending homelessness for the most vulnerable in our society.

### What drives us?

At our core we aim to reduce homelessness in such ways as may be thought fit within the context of Christian values and practice, based on the biblical mandate to love our neighbour as ourselves. We believe it is a great privilege to help people experiencing homelessness by providing hope where they often feel there is no hope.

## Benefits

**Holidays:** 25 days p.a. + Statutory bank holidays (pro rata) rising by 1 day p.a for the first 3 years

**Pension:** Hope Housing will make employer contributions to your pension as follows:

- 3% for the first two years of service.
- 5% once you have completed two years service.

**Private Medical insurance** ( available after 3 months service)

**Birthday leave** - half a days leave for your birthday

All reasonable expenses incurred to carry out the role such as mileage will be reimbursed in line with our policies and procedures.

## Housing Support Manager

<b>Salary:</b>	£ 29,213 p.a
<b>Line Manager:</b>	Chief Executive Officer
<b>Hours:</b>	37.5 hours per week
<b>Contract:</b>	Permanent
<b>Start date:</b>	Subject to enhanced DBS
<b>Clearance required:</b>	Enhanced DBS check
<b>Office Base:</b>	Millside Centre, Bradford, BD1 2HS

## Main Duties and Responsibilities

### Purpose of the Post:

- To manage support staff to ensure the smooth running of the service.
- To manage and provide support for clients in our supported accommodation to be able to maintain their accommodation.
- Manage outreach support to homeless people to support them in a pathway out of homelessness.
- Enable workers to connect beneficiaries into social support within the wider community, including recovery groups, walking groups, and other local activities.
- As a senior manager of the team, effectively represents Hope Housing and our values to fulfill Hope Housing's vision .

### Main duties and Responsibilities:

#### Management of staff

- To manage Housing Support Workers and the support they provide for our clients
- To line manage all support staff
- To assist with the recruitment of staff and volunteers required to fulfill these functions
- To oversee training of staff, volunteers and partner agencies as necessary to deliver the service.
- Ensure that all staff have regular 1:1's and reviews
- Ensure that the staff and volunteers have the necessary resources for their effective operations.
- Enable staff to work within Hope Housing's policies and procedures by providing appropriate support.

## **Management of Support**

- To improve the quality of the support that we deliver by implementing systems for: file audits, case reviews, complex need case conferences, managing staff workloads, regular support planning and client reviews, creating positive pathways out of homelessness, overseeing all assessments of clients, reviewing and implementing risk assessments.
- to follow a positive pathway of support from assessment to support planning and outcome stars
- Work with others to learn and implement best practice in supported housing.
- Liaise with stakeholders in the delivery of Hope Housing's funded projects and support other management with report writing.

## **Client Support**

- To oversee support for potential and actual clients with due consideration and understanding, and with regard to the organisation's safeguarding & equal Opportunities policy.
- To oversee clients with appropriate information and support regarding their needs, including advising on housing eligibility and options and other benefits, license agreements etc.
- Encourage clients to engage in recovery programmes, supporting employees & volunteers to help clients in overcoming support needs, recovery from addictions, gaining employment, benefit entitlement etc.
- Safeguarding - Be the source of advice and guidance for staff around safeguarding and developing protocols and links to other agencies. Work with the CEO to take a lead in safeguarding matters, and attend safeguarding training.
- Deal with client complaints where necessary.

## **Volunteer Coordination**

- to assist in recruiting volunteers to fulfil the required functions of Hope Housing, to include befriending, hosting and other roles.
- to assist in the delivery of training, support and supervision to volunteers in all aspects of their duties including practical resources, information and expenses.

## **Housing Management**

- To support the property manager in housing management functions. And support and supervise support workers to:
  - Assist in setting up new properties
  - liaising with referring agencies and potential clients to fill voids
  - rents collection, including housing benefits applications and management
  - voids management
  - arranging and overseeing repairs and maintenance
  - Following warning / eviction procedures where necessary
  - Work with the administrator to take appropriate action on rent arrears.
- Be part of an on call rota for emergencies/crises.
- To develop new partnerships with other relevant agencies, churches, landlords etc.

### Administration

- to operate effective administrative systems and record keeping for the efficient running of the project, including paper and web-based systems as appropriate
- ensuring expenses held are well managed and monitored in line with appropriate policies
- Work with the administrator to develop client reports to accurately record clients progress through our support and produce monthly and quarterly monitoring reports.
- Ensure workers correctly input information on the CRM system for consistent data inputting.

### Personal Development

- to undertake any training and development opportunities as agreed
- to attend occasional conferences and events related to homelessness and the work of Hope Housing in agreement with line manager
- to undertake occasional tasks in cooperation with Hope Housing colleagues, as agreed within the context of the management structure, in order to gain additional skills and knowledge relevant and of use to the overall operation of Hope Housing

### Additional Tasks

- to work within the framework of values, ethos, policies and procedures set by the trustees
- to undertake additional tasks and responsibilities at the request of the Trustees and line manager
- to deputise on occasion and as appropriate for other colleagues as agreed with staff and trustees

### 1. Additional Details:

**Holidays:** 25 days p.a. + Statutory bank holidays (pro rata) rising by 1 day p.a for the first 3 years

**Pension:** Hope Housing will make employer contributions to your pension as follows:

- 3% until you have completed two years of service.
- 5% once you have completed two years' service.

**Office base:** The office base is currently the Millside Centre, BD1 but this may change and you will be expected to relocate accordingly. The postholder will be required to travel to undertake duties and attend meetings. All reasonable expenses incurred will be reimbursed

**Scope:** This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Hope Housing. A more specific list of regular tasks will be agreed with your line manager.

### PERSON SPECIFICATION - Housing Support Manager

(E = Essential; D = Desirable)

Area	Person Specification	E	D	Evidenced
Education	NVQ 3 or above in housing / health and social care or equivalent		X	App

Knowledge	An understanding of homelessness issues, the homeless sector and property management	X		App/Int
Knowledge	knowledge of safeguarding principles and practice in working with vulnerable adults	X		App/Int
Knowledge	In-depth knowledge of local services relevant to homeless people and homelessness	X		App/Int
Experience	Experience of working with homeless people including, destitute clients, EEA migrants, failed asylum seekers, victims of trafficking, people with addictions and chaotic behaviour.	X		App/Int
Experience	Experience of creating and implementing support plans for volunteers and clients to access recovery from addictions, work towards employability and access benefits.	X		App/Int
Experience	Experience of dealing with clients with complex needs and ability to defuse conflict situations	X		App/Int
Experience	Experience of and recruiting, training and managing volunteers		X	App/Int
Experience	Experience of leading and managing a team, with experience of line management.	x		App/Int
Skills	Excellent English Language skills, written and verbal and able to communicate effectively with and relate to people of all kinds, in different ways	X		App/Int
Skills	Computer literacy - ability to use Excel, Word, email, social media	X		App/Int
Skills	Ability to organise and prioritise own time / workloads and work with minimum supervision	X		App/Int/Ref
Skills	Ability to maintain and update accurate records	X		App/Int/Ref
Skills	Ability to liaise, work with and network effectively with a range of external agencies	X		App/Int
Skills/ Attitude	Self-motivation, ability to act on own initiative and as part of a team	X		App/Int/ Ref
Attitude	Committed to equality and diversity	X		App/Int
Attitude	Willingness and commitment to work within the Christian values, motivations, vision and aims of Hope Housing	X		App/Int
Attitude	Flexible approach to work and ability to work from different locations across Bradford.	X		App/Int/Ref
Other	Right to work in the UK	X		App
Other	Ability to be part of an out of hours on call rota.		X	Int

Other	Holds a full driving licence and access to a car.	X		App/Int
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