**Part 1: Job Description**

**Part 2: Person Specification**

**Title:** Project Manager – Extern Multidisciplinary Homeless Support Team

**Date:** August 2017

**Part 1: Job Description**

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| **1.0 Purpose:**Responsibility for the overall leadership, management, evaluation and continued development of the Multi-Disciplinary Homeless Support Team within Extern’s Communities Directorate. To ensure the safe and effective delivery of a high quality social work service to individuals who are homeless or who are threatened with homelessness and who experience multiple needs, meeting Organisational and NISCC codes and standards of practice in line with:1. Extern’s vision, mission and values
2. Extern’s strategic objectives and Corporate Plan 2017 - 2020
3. The requirements of contracts and service level agreements with commissioning and funding partners
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**2.0 Group:** Extern Northern Ireland

**3.0 Directorate:** Communities

**4.0 Job Group:** Social Care

**5.0 Competence Level:** Level 2

**6.0 Responsible To:** Programme Manager

**7.0 Location:** Belfast

**8.0 Hours of Work:** 40 standard working hours

*(the post-holder will be required to undertake additional hours in order to ensure the effective execution of duties)*

**9.0 Salary** Grade 6 scale £27,316 - £34,870

**10.0 Functional** MDHST

 **Responsibility:**

**11.0 Responsible for:** Project Management, Delivery, Evaluation and Development

**12.0 Direct Reports:** Senior Practitioner, Social Work staff and students, Project staff and volunteers

**13.0 Budget**

**Responsibility:** Management of MDHST Project budget, income generation

**14.0 Key Responsibilities:**

Key functions

 Service Delivery

 Staff & Volunteer Management

 Finance & Physical Resources

 Monitoring and Evaluation

 Stakeholder Engagement & Service User Involvement

**duties and responsibilities**

**Service Delivery**

1. **Project**
* Actively promote and maintain a low threshold, high tolerance approach in service delivery across the staff team, encompassing a harm reduction ethos where appropriate.
* Oversee and monitor all aspects of service delivery within the MDHST.
* Ensure services within the MDHST meet quality standards/codes of practice/best practice and promote continuous improvement. Adhere to, and ensure compliance with, internal and external regulation and audit across the project in accordance with relevant external requirements and Extern policy and procedure.
* Work to ensure that service practice adheres to relevant confidentiality requirements, data protection and Extern’s values.
* Develop operational targets and implement and monitor any improvement activities to ensure successful outcomes.
* Ensure appropriate systems are in place for accurate and comprehensive information management across project, to include the recording of relevant service user, staff and volunteer information, the recording of statistical data relating to the project and to service delivery, in accordance with policies and procedures. Ensure proper usage of systems across team and implement new systems as needed.
* Reporting to all funders and commissioners.
1. **Service Users**
* Work to ensure that the most effective quality service is provided, with a commitment to the rights of the service user.
* Promote and develop service user involvement in service delivery.
* Oversee and provide guidance to project staff on the management of caseloads for service users that have complex needs. Work in partnership with Extern colleagues and other agencies to provide a quality and comprehensive service to include managing and reducing risk.
* Engage in multi-agency/multi-disciplinary partnerships and attend case conferences for particularly complex client cases where appropriate.
* Ensure that structured and comprehensive support is provided to service users through the appropriate assessment of needs, the development of tailored service user plans, the assessment and management of risk, access to referrals and resources, and the regular review of same.
* Manage risk within project, ensuring that risk is comprehensively assessed and managed. Review risk assessments and risk management procedures regularly.
* Adhere to safeguarding procedures and relevant external standards. Ensure adherence to Extern’s Lone Worker Policy.
* Take appropriate action to respond to Child or Adult Safeguarding concerns and adhere to the appropriate strategies for dealing with/recording/reporting such incidents in line with Organisational and legislative requirements.
1. **Implementing Change**
* Act as a change agent for the organisation.
* Identify and implement change for the benefit of the Project and the organisation.
* Contribute to the organisation’s strategic vision by identifying trends for future development**.**
1. **Relationships**
* Fully participate as a Project Management team member in a way that contributes to the organisational vision and mission, and in accordance with the cultural values of the organisation.
* Represent the Programme Manager externally as requested.
* Develop networks and relationships with other agencies, particularly those in the Homeless/Safer Communities sectors.
* Ensure that the reputation of the organisation is upheld and that this is reiterated across the project staff team.

**Staff Management**

1. **Staff & Volunteers**
* Contribute to the performance of the Directorate through effective staff management. Seek to develop team/individuals to improve performance and meet corporate objectives.
* Overall responsibility for the training, recruitment, induction, supervision, advice and support of all staff within the Project, to include bank workers, administrative staff and volunteers.
* Overall responsibility for overseeing social work practice within the MDHST to ensure a quality, comprehensive and professional service is delivered to service users.
* Recruit and select staff in accordance with Extern’s policy and procedure.
* Actively promote a positive and collaborative ethos within the team. Actively promote staff wellbeing and contribute to the retention of staff.
* Support staff to meet, and where possible exceed, identified service outcomes.
* Monitor performance within staff team. Participate in disciplinary processes to the level determined by Extern policy and procedures, as directed. Hear and make decisions in relation to formal complaints in accordance with agreed procedures.
* Monitor employment practices within the project and liaise with HR where issues/concerns arise/exist.
* Guide staff through, and assist to manage, change in Project and to adapt to changes in service delivery e.g. in response to sectorial and funder/commissioner demands, and changes in service level agreements.
1. **Training**
* Ensure own practice complies with relevant quality standards and continuously strives towards innovation and improvement, in line with examples of best practice and innovation in the sector, and other sectors as appropriate.
* Keep abreast of current legislation and Extern’s policies and procedures, and attend appropriate training as and when required.
* Identify and seek out training for staff which will help to maintain service delivery and skill levels at the highest standard, and which will broaden the scope of service delivery in response to identified needs, gaps in service provision, sectorial demands and the expectations of funders/commissioners.
* Co-ordinate and arrange staff training to meet agency and practice requirements, ensuring appraisals and training objectives are met.

**Finance & Physical Resources**

1. **Health and Safety**

Ensure compliance with all statutory and Extern Health and Safety requirements, including the identification and management of risk. To include:

Building

* Overall safety of the building infrastructure such as fire, facilities, hygiene and security to include the identification, assessment, management and minimisation of risk.
* Ensure the effective management of the use, maintenance and security of physical resources within the project including securing Extern premises.
* Facilitate inspections from external bodies as and when required.

People

* Ensure a safe living and working environment for service users, staff and stakeholders to include the identification, assessment, management and minimisation of risk.
* Adhere to Extern’s Health and Safety Policies and Procedures e.g. Lone Working, Guardian 24.
* Ensure that the project and practice meet health and safety requirements and that staff are aware of, and operate in line with, relevant policies and procedures.
* Ensure use of Extern’s Escalation procedure and On Call system in accordance with Organisational and Service procedure.
1. **Finance and Budget**
* Overall responsibility for effective management and use of budgets, ensuring that spending is in line with funding requirements. Accountability for all financial transactions within the remit as service manager.
* Prepare annual budgets in conjunction with Programme Manager and Finance Manager.
* Monitor and control budgets via the monthly accounts system.
* Where appropriate, be actively involved in the preparation of costings for new projects/services, in partnership with the Programme Manager.
* Manage and ensure contract compliance to the standards required by Funders and Commissioners. Attend meetings and manage communication in relation to same.
* Adhere to Extern’s policies and procedures in relation to all budgetary control, finance and expenditure.

1. **Funding**
* Contribute to the continued development of the project and Directorate, maintaining all current funding, and proactively seeking new avenues of potential financial support.
* Assist with, and where required/appropriate make, applications to appropriate funding bodies.
* Proactively seek to increase income generation to the Project through the planning, co-ordination and execution of fundraising events and by partnering with external fundraisers/fundraising initiatives, subject to Programme Manager approval.

**Monitoring and Evaluation**

* Completion of monthly statistical reports to funders and commissioners and summary reports to Programme Manager.
* Completion of quarterly statistical reports and returns to funders, in line with service level agreements and the requirements of funders and commissioners e.g. MDHST Operating Group.
* Completion of Annual Report on MDHST operations/project outcomes.
* Have a working knowledge of relevant legislation and policies relating to the work of the Project and to the Homelessness sector.
* Have a sound working knowledge of all operational policies, standards and specifications to ensure that the project meets with internal audit and regulatory standards.
* Ensure the promotion and management of continuous quality assurance and improvement within the project in conjunction with Programme Manager.
* Ensure gaps in service provision are identified and make recommendations for change. Work with Programme Manger to take action to implement changes.
* Implement staff and service user feedback systems within the project to ensure comprehensive staff and service user involvement in the monitoring and evaluation of the project, and to ensure that the direction and growth of the project is responsive to service user needs.

**Stakeholder Engagement and Service User Involvement**

1. **Communication (Internal & External)**
* Develop and maintain appropriate professional relationships with Service Users, colleagues and stakeholders.
* Ensure that your own communication (verbal and written) with others is always appropriate, clear and concise and maintains appropriate confidentiality. Ensure that communication is disseminated effectively throughout the Project.
* Demonstrate a commitment to partnership working and a multi-agency approach.
* Foster good working relationships and strong communication within the MDHST team, the Safer Communities and Homelessness Directorate, other Extern Directorates and the sector as a whole.
* Attend and participate in internal and external meetings as required and act as an advocate for service users and for the project/the organisation when appropriate e.g. team meetings, multi-disciplinary/multi-agency meetings, meetings with funders and commissioners.
* Actively promote and work towards the integration of, and close partnership working between, the MDHST and other support services within the Safer Communities and Homelessness Directorate, and other Extern Directorates as appropriate.

**Development**

* Recommend potential developments in service to Programme Manager and assist in the development of service proposals where appropriate.
* Assist in the implementation and development of a volunteer programme to enhance service provision and to broaden the scope of current service delivery, in conjunction with the Programme Manager.

**Other**

* Assist the Programme Manager as appropriate and directed.
* Undertake other duties and responsibilities as the post requires.

**On call**

* Participate in the on call rota as and when required.

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**PERSON SPECIFICATION**

**Essential Criteria:**

* 3rd level qualification in Social Work.
* 3 years’ post-qualification experience (nature of the work involved and the complexities of the service users).
* 2 years’ management experience.
* Experience of providing professional support to social work staff.
* NISCC registered or eligible for registration.
* Demonstrate knowledge of managing risk and safe guarding legislation and procedures.
* Understanding of, and demonstrable commitment to, a low threshold/high tolerance approach to working with vulnerable individuals and those with complex needs.

**Desirable Criteria**:

* Experience of volunteer management.