# JOB DESCRIPTION

**Manager of Cithrâh Foundation Safe House “Selah”**

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| **Overall Purpose:**  **Responsible to:**  **Responsible for:** | | To manage Selah in accordance with Cithrâh Foundation principles and policies, and provide for the total wellbeing of the residents in accordance with the aims and objectives of the Centre. To comply with all current Government legislation relevant to such centres.  Management Committee of Cithrâh Foundation  Management of all staff and resources. | |
| **Duties and responsibilities:** | | | |
| 1.  2.    3.    4.    5.  6.  7.  8.  9.  10.  11. | Implement the Mission Statement of the Cithrâh Foundation and Cithrâh Services **(see Appendix 1)**  The recruitment, appointment, supervision and discipline of non-managerial staff in line with employee Terms and Conditions.  Develop, with Cithrâh Services, an appropriate programme for the Centre where this does not already exist and support and encourage the staff and others in its implementation.  Arrange for the induction, training and development of all staff through regular supervision, appraisal, and consultation. Discuss with the Management Committee designated member own development needs and participate in appropriate training and supervision.  To develop and maintain good staff morale through effective teamwork producing an efficient staff organisation. Work confidentially and uphold and promote the good name of the Cithrah foundation and Selah accommodation Unit  Encourage good working relationships on a practical, emotional and spiritual level, with particular emphasis on the spiritual ministry by holding regular meetings and minister to the needs of the residents, staff and others involved with the Centre.  Organise and deliver suitable programmes for personal development of clients Staff and Volunteers    Maintain good communication systems both internally between staff and residents, also externally with funders and partners, ancillary agencies, authorities, families and the community in general.  Maintain and report agreed administrative procedures, finance, support plans and appropriate record keeping and maintenance of client records.  Work with Management Committee to agree budgets, prepare and present reports to the Committee on a regular basis and assume responsibility for Supporting People Income and Reviews.  Ensure that all expenditure and programmed activities etc., are contained within the agreed budget; contribute to proposals for development and contracts as required. | | |
| 12.  13.  14.  15.  16.  17.  18.  19. | Ensure that the property, furnishings and equipment are maintained to the agreed standards, recommending upgrading and replacement where necessary.  Represent Cithrâh and ensure that its mission and function are understood, and its operation facilitated by good relationships with the Local Authority’s Government agencies, the local community (schools and neighbours), professional persons (doctors, dentists etc). Keeping Cithrâh in the relevant work in the community sector.  Ensure that admissions, reviews and discharges of residents are implemented in a caring, considerate, efficient and professional manner at all times, and in accordance with agreed Centre policies and procedures.  Manage the Centre in keeping with all relevant legislation and regulations, implementing proper controls and procedures regarding   * Health and Safety – to include fire, domestic appliances * Financial Controls * Security of Dwellings   and Monitoring of above controls  Undertake training as deemed necessary.  Work as part of the staff team employed within the Centre to ensure the overall aims and mission statement of Cithrâh are achieved.  Be Part of an On-Call rota and off duty contact **(see Appendix 3)**  Undertake other duties as required for the effective running of the Centre. | |

**PERSONNEL SPECIFICATION**

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|  |  | Essential | Desirable |
| **Education/**  **Qualifications** | 1  2  3  4 | 3rd Level qualification in a relevant discipline.  NVQ Level 4 or above in social Care or equivalent, and/ or 4 plus years in support work  Previous experience in facilitation, training and presentation.  To possess a clean driving licence and have access to a car\*  \*Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a driver’s license | Social Work, Counselling.  Community support  Qualification in Facilitating, Training and Presentation |
| **Experience** | 5  6  7  8 | Proven experience or qualification in Project Management,. Funding, Finance and application and administration of policies and procedures in other work environments.  Multi-agency Networking and Community development  Therapeutic work with Individuals and Groups  Proven ability to develop networking and relationships with local government agencies and other service providers | Involvement in developing policies.  Evidence of advocacy for clients in some form.  A proven history and understanding of people who have experienced Domestic Abuse and the impact this has on the person and family  A good understanding of the Welfare Benefits and Housing Systems.  Experience of challenging behaviours/complex needs  Experience in supervision of staff |
| **Skills/Abilities** | 9  10  11  12  13  14  15  16  17 | Proven ability and experience effectively managing staff and volunteers.  Abiity to work without direct supervision.  An ability to assess needs and risk and support individuals.  Ability to work under pressure. And self-care  Good listening/communication skills.  Computer skills and social media  Good numerical and written skills  Ability to manage workload effectively and efficiently.  Ability to represent Cithrâh at a local level.  Maintenance of confidentiality at all times.  An understanding of Health & Safety issues and a willingness to undertake training necessary. | Ability to prepare and deliver training to staff, assessed on the needs of the service staff volunteers and clients e.g. educational, personal development  Good understanding of Employment Policies Personnel  Good knowledge of relevant legislation.  Knowledge of Family and Child Support Services in the community, volunteer and statutory sectors. |
| **Personal**  **Qualities** | 18  19 | Understanding and a belief in the Christian Ethos **(Appendix 1).**  A respect for expressed choices of each person being supported.  Use appropriate coping mechanisms to manage stress and personal emotions.  Flexibility and able to adapt to change. |  |

**Shortlisting will be based on the evidence that you supply on your CV to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.**

**This job description is not intended to be exhaustive but merely a guide.**

**Any substantial changes to the above will be discussed in full with the successful applicant.**

**Competencies**

**Candidates who are shortlisted for interview will be required to demonstrate how, and to what extent, they meet some or all of the competencies listed below during their interview.**

1. **Effective Communication**

Keeps people well informed and communicates messages clearly and concisely. Listens carefully, evaluates other opinions and is able to communicate successfully. Engages in the exchange of ideas, information and feedback within their role.

2. **Leadership**

Demonstrates leadership attributes within their role towards their colleagues, volunteers and clients . Acts as a positive role model and supports a climate of continuous improvement. Understands the strategic direction of Cithrah, taking the opportunity to challenge and compromise as appropriate. Demonstrates commitment to achieving Cithrah’s strategy and operational objectives through their communications, actions and personal objectives.

3. **Ongoing Commitment to Development**

Demonstrates required job knowledge and understanding to successfully and competently fulfil or exceed the requirements of their post. Challenges self to continually develop and improve performance to maximise their potential and job knowledge by proactively contributing to the culture of innovation, excellence and teamwork.

4. **Team and Partnership Working**

Develops and encourages effective partnerships and a positive team atmosphere, both internally and externally, to improve the efficiency and effectiveness of service delivery based on shared outcomes.

5. **Wellbeing for All**

Actively involved in maintaining their own wellbeing. Contributes to the conditions to develop and promote health and wellbeing for staff. Promotes a safe and supportive working environment for staff.

**INFORMATION FOR APPLICANTS**

**Post – Manager for Supported Housing Project “Selah”**

**Hours of Work:** 35hours per week

**Location:** Carrickfergus

**Salary:** £24K

**Annual Leave:** 5 weeks plus Statutory Holidays

**Interview Date:**

Interviews will be held on **Wednesday 17 January 2018**

**Training:**

Cithrâh would seek to enable each individual to develop to their full potential through a comprehensive appraisal system and ongoing opportunities to develop within their role and through internal and external training as applicable. All new staff/volunteers will be given a comprehensive induction.

**New Staff**:

A six months probationary period with a 3 month review is required.

**Pension:**

We adhere to Government recommendations for Pensions

**Basis of Faith:**

Cithrâh is a Christian organisation, all staff and volunteers need to be in agreement with the enclosed Christian Ethos, Beliefs and Mission Statement of the Cithrâh Foundation**.(See Appendix 1)**

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**Smoking:**

In the interest of Health and Safety and Government Legislation, Cithrah Foundation operates a no smoking policy in all areas of our organisation’s work environment.

**Please Note:**

**Due to the level of contact with vulnerable women and children, the lawful recruitment of females for this post falls within the exemption stated in Article 10 (2b&e) of the Sex Discrimination (NI) Order 1976.**

**Appendix 1**

**Appendix 1**

**Mission Statement of the Cithrâh Foundation**

Cithrâh foundation is to be a place of refuge, providing support to Individuals and families in crisis by offering a secure environment.

We will endeavour to meet the needs of the whole person through practical, emotional, educational and spiritual guidance, based on the Evangelical Christian Ethos of the Cithrâh Foundation.

Drawing alongside to encourage.

**Aims**

To provide for the needs of Individuals and families in need of support due to Abuse, homelessness and social deprivation and all that this entails.

Promote support and offer assistance to overcome the difficulties that Abuse; homelessness and social deprivation can impose on the family and individual.

Respect and encourage self-development, empowering the individual in leading a fulfilling life of choice.

**Objectives**

To provide facilities for the women, and, women with children on an emergency short-term basis.

To offer support and assistance and counselling where required both within the Crisis Centre and on an outreach basis to individuals and families.

To empower through organised workshops, educational courses and skills training. To raise awareness of the impact Abuse, Homelessness and social deprivation can impose on the individual and family

Co-operate to such extent as may be necessary with voluntary or statutory agencies.

**The Christian Ethos of the Cithrâh Foundation**

Cithrâh seeks to glorify Christ through demonstrating God’s love by exemplifying Christian compassion, care and benevolence in an effort to win the lost, heal the broken hearted and bring peace, faith, hope and charity to those in need.

**Appendix 2**

The Cithrâh Foundation complies with and supports the Protection of Children (NI) as defined by the Protection of Children and Vulnerable Adults (NI Order 2003) and as such, all convictions are relevant and non are considered “spent”. Therefore, in relation to our Duty to Care Policy we require short listed applicants to disclose all convictions or cases pending, regardless of time elapsed.

Failure to disclose this information will result in disqualification or if appointed, dismissal.

**Any offer of employment is subject to Access NI clearance. (full disclosure)**

**Appendix 3**

**On-Call Duties/Rota**

Please note that the role of Manager will be to cover direct on-call duties as part of a rota and also provide back-up and supervision for all other on-call workers. **In line with our policies and procedures the successful applicant must live within a ten mile radius of the Centre.**