



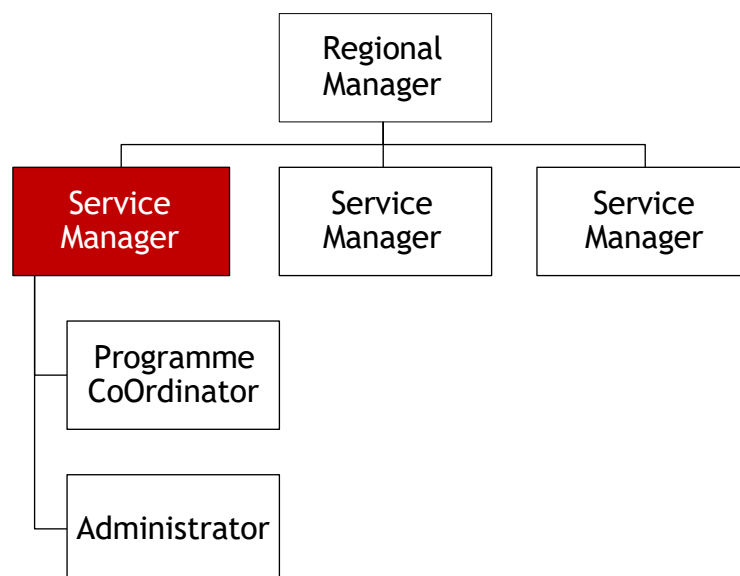
## JOB PROFILE

<b>Job title:</b>	Service Manager - Homelessness Services Unit (HSU)
<b>Purpose:</b>	<p>The role has overall responsibility for managing and championing a high quality, client focussed, and cost-effective support service to deliver the required key performance indicators and contractual obligations within the framework of the Homelessness Services Strategic Mission Plan.</p> <p>The role may have management responsibility across multiple sites.</p>

The role of Service Manager is fundamental to the Salvation Army's desire to support vulnerable people. To work for us you will be passionate, target driven, dynamic and be able to demonstrate an in-depth knowledge of services for vulnerable clients in a competitive climate.

This role has a Genuine Occupational Requirement (GOR) for an active practicing Christian.

### Organisation Chart



<b>Report to:</b>	Regional/Assistant Regional Manager
<b>Accountable to:</b>	Senior Management Team HSU
<b>Key working relationships:</b>	Local Authority Commissioner, Landlord, Support partners, statutory agencies, staff team and clients



People management:	<i>Varies per site</i>
Operating budget:	<i>Varies per site</i>

## You will...

- Manage and champion a high quality support service which successfully delivers the key performance indicators and service specification, in line with both external contracted and internal HSU directed standards, presenting performance reporting as required
- Be responsible for ensuring full compliance with any relevant regulatory frameworks, legislation and TSA policies and procedures, in particular those regarding the health and safety and safeguarding of clients
- Be accountable for ensuring the finances of the service remain within budget, presenting relevant financial reporting as required, and that income is maximised through all available funding streams
- Be responsible for the overall development and continuous improvement of the service, keeping updated with and implementing best practice to maximise the effectiveness of the service, ensuring strategic relevance.
- Develop and maintain effective working relations with relevant external agencies such as the local authority and other faith groups for example, ensuring that TSA is represented as an effective and collaborative strategic partner
- Promote and champion client involvement in the planning and delivery of new initiatives within the service to ensure that clients are at the heart of all we do
- Be responsible for implementing all processes and procedures relating to the recruitment, development and performance management of staff in accordance with TSA policies and procedures
- Have overall responsibility for managing other relevant operational activities relevant to the setting such as buildings maintenance and repairs, general administration and managing third party service providers for example
- Implement the Mission Statement of The Salvation Army including the spiritual ministry and ensure that all staff and others involved in the service are provided with Christian pastoral support, modelling Christian attitudes and behaviours to clients, staff and external agencies.
- Deliver any other duties as could be reasonably expected of someone in the fulfilment of this role



## You have...

- Demonstrable previous experience of successfully managing and delivering a similar support service to clients (A,I)
- Strong knowledge of issues relating to homelessness including current legislation, government policy, the state benefits framework and any relevant client support pathways (A, I)
- Active involvement in a Christian worshipping community (A, R)
- NVQ Level 4, Diploma or equivalent professional qualification in a related field (A,I)
- Proven previous experience of successfully developing business plans, budget management, and the continuous development of operational procedures and processes (A, I)
- Previous experience of successfully leading and managing a team to deliver objectives (A,I)
- Excellent communication skills, both verbal and written, with the ability to develop strong, successful and collaborative working relationships with clients, colleagues and external partners (A,I)
- Excellent organisational skills, attention to detail, effective time management and the ability to prioritise work, and be able to respond to tight deadlines (A,I)
- Strong IT skills with experience of Microsoft Office and the ability to interrogate data from spreadsheets and data bases (I, T)
- The ability to work unsociable hours including weekend work, and on call duty when required (A,I)
- The ability to work within TSA's Christian ethos and key values (A,I)

## You may have...

- Experience of writing tender submissions and funding applications (A,I)

*The Salvation Army exists to save souls, grow saints and serve suffering humanity*



- A certified project management and/or HR qualification (A,I)

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

**We expect you to exhibit behaviours that model Christian values and our organisational values of *integrity; accountability; compassion; passion; respect and boldness; working in a way that is trauma informed and strength based all within a psychologically informed environment.***

This is the job profile as it is constituted at the date shown. It is the practice of The Salvation Army to examine job profiles in order to update them periodically and ensure that they relate to the job being performed, or to incorporate any proposed changes.