

## JOB DESCRIPTION

**We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community**

<b>JOB TITLE:</b>	Housing First Project Manager – Casework Unit
<b>REPORTS TO:</b>	Senior Operational Lead
<b>SALARY:</b>	Points 28-31, £29,069 - £31,850 per annum.
<b>ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES</b>	<ul style="list-style-type: none"> <li>• <b>Pension</b> (auto enrolment) and <b>Death in Service</b> benefit of 2 x salary</li> <li>• <b>Health Shield Benefit</b> - provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24-hour counselling and Advice Line (opportunity to upgrade and add family).</li> <li>• <b>Benenden Health</b> – Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost).</li> <li>• <b>Holidays - 25 days per year</b> – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1<sup>st</sup> April each year, once a full year of service has been completed. Additionally, <b>12 customary holidays</b> (normally Bank and Public Holidays) at normal basic pay rate.</li> <li>• <b>Bank &amp; Public Holidays</b> – paid at premium rates at time and a half and double time.</li> <li>• <b>Additional Hours</b> – paid at time and a quarter.</li> <li>• <b>Other Benefits</b> – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service).</li> <li>• <b>Training</b>- through accredited induction training and continued access to ongoing personal development.</li> </ul>
<b>DEPARTMENT:</b>	Homelessness Services
<b>LOCATION:</b>	Based at Simon Community's premises at North City Business Centre, 2 Duncairn Gardens, working across a range of communities to support young people. Post holder may also be required to work at other sites (temporarily or permanently) due to reasonable operational requirements.
<b>HOURS OF WORK:</b>	Rotational shift pattern (average 35 hours per week) largely between the hours of 8.00 am to 6.00 pm including the requirement to work occasional evenings and, in exceptional circumstances, weekends and/or nights. Reasonable additional hours may be required from time to time to fulfil the duties of this position.
<b>ORGANISATIONAL VALUES</b>	<b>Our values are fundamental to how we work with clients and each other.</b> We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.
<b>SERVICE OVERVIEW</b>	<p>Housing First for Youth is a new approach to supporting the most vulnerable young people often excluded from society. The approach places young people at the centre of support to empower them to make decisions and changes as they feel ready to.</p> <p>Housing First offers young people their own home and then gives them the intensive support needed to maintain their tenancies and move forward with their lives away from streets or hostels.</p>

<b>JOB PURPOSE:</b>	<p>This is an exciting and dynamic service, providing sustained, bespoke Housing First support interventions a caseload of care-experienced young people aged 16+ years to enable them to live in safety and stability, and have a place to call home.</p> <p>As Project Manager, you will lead on the development and day-to-day delivery of the service, line managing a team of Specialist Support Workers delivering direct support to young people with complex needs living in the community. You will also be responsible for liaising with other services and landlords.</p>
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### **MAIN RESPONSIBILITIES:**

<b>Appropriate Client Focused Outcomes</b>	<ul style="list-style-type: none"> <li>• Support young people and prevent homelessness - helping individuals to gain hope, gain a sense of belonging and move towards interdependency and independence.</li> <li>• Ensure the smooth daily running of the service at all times and promote the service effectively to others.</li> <li>• Ensure the delivery and integration of a service of high quality which is compatible with the clients' needs and which reflects the Simon Community's overall policies.</li> <li>• Provide ongoing and intensive support to Specialist Support Workers to help service-users set up their home and maintain their tenancy.</li> <li>• Liaise, attend meetings and represent the interests of Simon Community and its service users with other internal staff and relevant outside agencies, as appropriate</li> <li>• Conduct regular reviews with service users and stakeholders to review their needs and risks; and monitor practice and service users' satisfaction.</li> <li>• Conduct frequent audits of files, to ensure appropriate professional records are maintained and the policy for service users to access their records is implemented.</li> <li>• Support identification and implementation of actions for quality improvement, arising from external or internal audits.</li> </ul>
<b>Lead and Manage a Team</b>	<ul style="list-style-type: none"> <li>• Manage and support the work of the Specialist Support Workers and the Transition Service Team, providing day-to-day guidance and support as well as following the Simon Community's policies and procedures in relation to line management.</li> <li>• Train and supervise staff to meet the service objectives</li> <li>• Ensure good communication between team members.</li> <li>• Complete and monitor all staff induction, in adherence with organisational and legal requirements.</li> <li>• Manage the workload of the team and your own workload to ensure that appropriate cover is provided at all times.</li> <li>• Ensure the health and safety of team members.</li> <li>• Define (and review from time to time) the roles of team members to ensure these support the service's aims and objectives.</li> <li>• Ensure consistency in staffing levels through effective management of the rota</li> <li>• Monitor staff's completion of hours as per rota requirements and address inconsistencies as they arise.</li> <li>• Ensure staff and volunteers are fully compliant with the lone working procedures</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Manage a Housing First caseload offering clients assertive, consistent, ongoing guidance &amp; support tailored to individual needs.</li> <li>• Support Landlords to be confident in housing our clients.</li> <li>• Make contact with and build and maintain pro-active working relationships with prospective clients and those on caseload.</li> <li>• Be responsible for the day-to-day delivery of the project in accordance with agreed Service delivery objectives, policies and procedures.</li> <li>• Offer a personalized service to each client and liaise with other agencies or specialist workers where appropriate.</li> <li>• Advocate, where appropriate, on behalf of clients with external agencies regarding their welfare rights, primary health care needs and other issues affecting their tenancies.</li> <li>• Take a pro-active role in promoting awareness of the service and related issues.</li> <li>• Ensure that regular case reviews are carried out within agreed timescales and that support and wellbeing plans are implemented and consistently high quality case notes are recorded on data base systems as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Carry out the required level of monitoring and tracking of clients and ensure that the appropriate monitoring information is available to the relevant partner agencies and funders.</li> <li>• Ensure compliance with service specification and governance &amp; safeguarding requirements, also preparing information for reporting to the operational group comprised of core partner agencies</li> <li>• Ensure accurate and up to date files on all clients worked with are recorded on data base systems as required.</li> </ul>
<b>Referral and Assessment</b>	<ul style="list-style-type: none"> <li>• Arrange and carry out assessment interviews with clients and other relevant parties within stipulated timelines.</li> <li>• Research and collate additional sources of information to enable appropriate assessment decisions to be made.</li> <li>• Communicate decisions to clients and other parties involved.</li> <li>• Carry out initial risk assessments in relation to all clients interviewed and regular reviews in line with the Simon Community's Risk Management Policy.</li> <li>• Liaise as necessary with referral sources and participate as appropriate in service marketing.</li> </ul>
<b>Tenancy Sustainment Support</b>	<ul style="list-style-type: none"> <li>• Oversee the support and wellbeing plans of each client; support staff to motivate clients to identify and work towards individual goals consistent with sustaining their tenancy.</li> <li>• Support staff to hold regular meetings with clients primarily in their homes, and also in the community; discussing their needs and working with them to identify options.</li> <li>• Supervise staff to monitor clients' physical/mental health and liaise with specialist services as appropriate.</li> <li>• Address issues of social isolation and exclusion; facilitating clients' involvement in the community.</li> <li>• Have excellent knowledge of benefit entitlements and ensuring that client's income from benefits is maximised.</li> <li>• Ensure that the client understands and complies with the terms of their tenancy. Provide appropriate support where they do not (e.g. neighbour disputes).</li> <li>• Monitor payment of rent and service charges.</li> <li>• Carry out inspections of properties to ensure that they are safe and well-maintained. Liaise with the landlord over any repairs/replacements needed.</li> </ul>
<b>Financial control, use of resources and promotion of income generation opportunities</b>	<ul style="list-style-type: none"> <li>• Work with your line manager and finance department to ensure the service is within budget and adhering to all organisational financial procedures within your remit.</li> <li>• Purchase, monitor and maintain stocks of material, furniture and equipment.</li> <li>• Implement and participate in fundraising activities and promote the interests of the organisation.</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>• Participate in the organisation performance management processes.</li> <li>• Complete frequent 1-to-1 supervision with staff</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Adhere to the Simon Community's Policies and Procedures at all times.</li> <li>• Cover for other members of the team and division as necessary.</li> <li>• Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.</li> <li>• Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.</li> <li>• Attend and participate in team meetings and other meetings as required.</li> <li>• Maintain the confidentiality of information in line with organisation and legislative requirements.</li> <li>• Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.</li> </ul>
<b>Other Responsibilities</b>	<ul style="list-style-type: none"> <li>• Undertake other reasonable responsibilities delegated by the Senior Operations Lead</li> <li>• Register with NISCC and ensure your registration remains current at all times</li> </ul>

## PERSON SPECIFICATION

<p><b>ESSENTIAL CRITERIA</b></p>	<ol style="list-style-type: none"> <li>1. Two years' recent experience of managing staff.</li> <li>2. Two years' experience managing a budget with a number of Income and Expenditure streams.</li> <li>3. Two years' recent experience of service delivery and development.</li> <li>4. Three years' recent experience of directly supporting people with complex and multiple needs within a residential or community setting. Complex needs include the following areas: <ul style="list-style-type: none"> <li>* Homelessness Prevention</li> <li>* Substance Misuse</li> <li>* Offending</li> <li>* Mental Health</li> <li>* Young People.</li> </ul> </li> <li>5. Experience of multidisciplinary working across the health and social service sectors including co-ordinating a client base and case load and managing multiple levels of care and support with clients and health and social care professionals.</li> <li>6. Full current driving licence or, if disability prevents driving, an alternative means of transport to enable the duties of the post to be carried out in full.</li> <li>7. NISCC registered (or willing to become registered if appointed) and willing to be subject to Access NI checks (Successful applicants must commence NISCC registration process prior to employment).</li> </ol>
<p><b>SKILLS &amp; KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• An understanding of the complexity of youth homelessness, family separation, trauma, mental health, living in and through the care system and attachment and bonding theories.</li> <li>• An understanding of the issues involved in resettling vulnerable homeless people.</li> <li>• Understanding of the issues involved in providing support to people with complex support needs including enduring mental health needs, physical health needs, alcohol dependency and substance dependency.</li> <li>• An understanding of the needs and support requirements of vulnerable clients living independently on low (or no) incomes, including the issues involved in monitoring rent payments and dealing effectively with arrears.</li> <li>• An ability to maintain enthusiasm for a high level of contact with clients and to adopt an assertive approach when required.</li> <li>• Familiarity with IT applications and the ability to set up and monitor systems.</li> </ul>

**VALUES**

Demonstrate the core values of the Simon Community to include the following:

- Non-Judgemental
- Trustworthy
- Dedicated