

Role Profile – The What, The Where, The How

POSITION	Homeless Service Manager	GRADE	
TEAM	Care and Support	LOCATION	Chi Winder/ Coastline House
VERSION	1	LAST UPDATED	July 2022

THE PURPOSE OF THIS ROLE IS TO

To lead operations and management services for the Homeless Service contracts including Coastline’s Crisis Accommodation, Empowering Independence and Homeless Families.

Ensure the service provides homeless people and other socially excluded group’s inclusive, high-quality, person-centred services adopting best practise and incorporating the PIE/TIC framework.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you’ll be responsible for:

1. To lead and motivate staff, harmonise, maintain and develop operational teams. Manage workloads and performance to meet team targets, training requirements, legislative, contractual and funding requirements.
2. To effectively line manage the performance of the Homeless Management Team as individuals and as a whole through regular supervision, team meetings, quarterly performance reviews and other performance related procedures in line with Coastline policies and procedures.
3. To ensure that all customer complaints and enquiries are effectively handled in accordance with agreed policies and procedures.
4. To keep abreast of and maintain a detailed knowledge of all appropriate legislation and policy developments in the areas of homelessness.
5. Secure new contracts and work in partnership with other organisations and establish formal agreements to improve the quality of life for clients. Monitor outcomes and improving services to meet client needs and attend Contract Review Meetings for each contract.
6. Ensure all operational policies, procedures and practices are constantly appraised, developed and implemented.
7. To deputise where necessary for the Supported Accommodation and Extra Care Manager during their absence.

8. To lead on recruitment and selection in order to appoint new colleagues with the appropriate skills and characteristics to fulfil their roles. This includes providing comprehensive support to bank staff and making plans for succession planning.
9. To develop a culture which seeks the continuous improvement of a Psychologically Informed Environment and support is provided in a manner which is respectful, dignified, asset based and avoids re-traumatisation.
10. To take responsibility to ensure that rotas are covered to the minimum staffing level at all times in advance, including taking responsibility for leave and the on-call rota.
11. To ensure representation of the service in partnership working initiatives, such as the Cornwall Rough Sleeper Group and the Safer Camborne group.
12. To oversee the development of partnerships for the service including mental health support with Cornwall Foundation Trust, With You and other local agencies.
13. Identify funding opportunities and develop successful bids in the provision of Homeless services.
14. Lead on best practice for example MEAM. Ensure that staff are equipped with the skills and knowledge to enable them to undertake their roles competently through attendance at training and development activities.
15. To manage the night security contract within the Homeless Service, including taking a key role in commissioning.
16. To ensure compliance with contractual requirements for all referrals in and out of the service, including timescales and equity of access.
17. To address any anomalies/patterns in referrals to eradicate any discriminatory or judgemental opinions provided by either clients, colleagues or external partners.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Understands the role of homeless services and has experience of working with individuals with a range of complex support needs

- Has a proven track record of effective team management experience together with a Level 4 or above management qualification
- Has an approach which focuses on MEAM, PIE and strengths-based support
- Has experience of meeting funding requirements and deadlines e.g. tender/bid writing.
- Has a full driving licence and a satisfactory **Enhanced** DBS check;

Some experience in the following would be an advantage:

- Knowledge of social support and housing provision
- Knowledge and understanding of the counties commissioning strategies

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Supported Accommodation and Extra Care Manager.
- Responsible for 6 direct reports and c.30 operational staff.

CONTACTS

Internal

- All Coastline staff
- Executive Team
- Middle Management Group
- Operational staff

External

- Clients
- Funding Bodies
- Commissioners



Coastline housing

- Referring and partnership agencies
- Cornwall Council

