

Role Profile – The What, The Where, The How

POSITION	Assistant Manager - Accommodation	GRADE	
TEAM	Care and Support	LOCATION	Chi Winder/ Coastline House
VERSION	3	LAST UPDATED	August 2022

THE PURPOSE OF THIS ROLE IS TO

To provide motivational leadership for colleagues delivering intensive housing management services, seeking to ensure high quality services and accommodation are delivered to all customers.

Ensure Coastline's supported housing services are managed effectively and efficiently in order to meet Coastline's obligations as a landlord and to develop safe and harmonious schemes of accommodation.

Specific Accountabilities – The Brass Tacks

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

1. Effectively line managing the performance of the Housing 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.
2. Managing the Housing Management colleagues in order to achieve compliance with the contractual obligations and outcomes expected by clients and commissioners.
3. Ensuring referral pathways and waiting lists of clients are delivered in accordance with contractual requirements and are fair and equitable, whilst ensuring clients receive effective communication regarding their referral progress.
4. Creating a culture whereby decisions regarding warning and evictions are delivered in a manner that protects colleagues and clients from antisocial behaviour but supports an open access service and challenges exclusion.
5. Overseeing the intensive housing management service, ensuring clients experience a professional service which manages their licence and delivers quality provision of accommodation, furniture and fittings, balancing completion of high standard voids works and repairs and maximising occupancy.

6. Overseeing the building management, ensuring compliance with health and safety legislation with regards to fire, safety, security and assessment of risk; including completion of risk assessments.
7. Ensuring all operational policies, procedures and practices are constantly appraised, developed and implemented.
8. When necessary, deputising for the Homeless Service manager during their absence.
9. Support with 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.
10. Supporting a culture that seeks the continuous improvement of a Psychologically Informed Environment and that support is provided in a manner which is respectful, dignified, asset based and avoids re-traumatisation; ensuring risk management and safeguarding is of the highest importance.
11. Supporting the manager in ensuring rotas are covered to the minimum staffing level at all times in advance.
12. Leading on best practice: for example, MEAM. Ensuring staff are equipped with the skills and knowledge to enable them to undertake their roles competently through attendance at training and development activities.
13. Undertaking quality assurance audits in order to assess the level of quality service delivered by the team.
14. Being the responsible person for petty cash, cash receipts, and banking.
15. Providing on-call guidance through the provision of the Business Continuity Plan, providing cover for the operational on-call rota in the event of an emergency.
16. Ensuring colleagues are equipped with the skills and knowledge to enable them to undertake their roles competently through attendance at training and development activities, ensuring mandatory training is kept up to date and is completed within the probationary period for new starters.
17. Promoting a learning and reflective environment through leading case review, case conference and open-minded feedback collection, identifying where the service provides best practice and/or could improve.
18. Ensuring vulnerable adults are protected from abuse or neglect, and safeguarding the dignity, quality of life and safety of all clients. To act in accordance with Coastline's policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other clients, family members or carers.

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 housing experience or facilities management experience
- Has a proven track record of effective team management experience
- 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 of health and safety requirements within supported accommodation

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 Homeless Service manager
- Responsible for Housing Management colleagues and the referrals coordinator

CONTACTS

Internal

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

External

- Clients
- Funding bodies
- Commissioners
- Referring and partnership agencies
- Cornwall Council

