



Job Description

Title:	Area Services Manager
Accountable to:	Head of Housing Operations
Responsible for:	Support Worker, Senior Support Worker, Volunteers
Location:	Various
Contract Type:	Permanent
Working Hours:	Part Time – hrs per week
Benefits:	25 days holiday (pro rata) plus Bank holidays, Pension scheme, flexible working arrangements

Life manages a dispersed network of supported housing units in various locations across England and Northern Ireland, providing around 100 bed spaces with additional outreach services. As well as providing a national helpline, counselling services, free pregnancy tests and charity shops.

Our service provides practical, emotional and life skills support in a trauma informed way to women who find themselves pregnant, with a young child and homeless. We aspire to provide a home-from-home in a shared living environment, with other Mums in similar circumstances until Mum, Baby and any siblings are in a position to be able to transfer to move on housing.

Main purposes of the job:

- To work with the Area Services Co-ordinator to ensure that services are consistently being delivered in a trauma informed way
- To act as Safeguarding Department Representative (SDR) with a purpose of safeguarding employees, volunteers and clients in the region through sound management strategies, collaborative working with external agencies and emergency services and compliance with Life Safeguarding Policy and Procedures.
- To provide regular supervision for staff and assess training needs to required performance and development standards
- To ensure housing management policies and practices are effectively operated. This will include maximisation of revenue, license and tenancy management, management of voids and arrears and oversight of appropriate referral procedures
- To ensure appropriate staff cover is maintained throughout the region through effective recruitment and management of Support Staff at all levels.

Key achievement areas:

- 1) To liaise and build relationships with multiple referring agencies to ensure effective communication externally including local authorities, social work teams, health and other statutory services, voluntary agencies and other providers to ensure referrals are aligned with the service we provide, and the client conversion rate is optimised in conjunction with the Co-ordinator

- 2) To seek out, assess and respond appropriately to new referral opportunities for the Charity, especially those requiring the provision of Housing and Services to pregnant women and their families.
- 3) To plan and prioritise the work undertaken by the regional team, ensuring that all services are resourced adequately, and contractual obligations are met.
- 4) To provide effective line management, clear direction and key performance indicators, motivating and supporting them to deliver against their objectives and overall Business Plan.
- 5) To support the Co-ordinator to ensure the highest possible standards of accommodation and support for our clients through delivery of regular audits and a maintenance programme.
- 6) To ensure all staff are implementing and managing a tailored client support plan and independence framework in line with external standards which meets the client's needs and required outcomes.
- 7) To ensure the prompt control of the Charity's revenue income by minimising voids, arrears and maximising housing benefit payments.
- 8) To monitor and control the Region's expenditure and costs against agreed budgets and maintain records for all income and expenditure and plan budgets in conjunction with the Senior Leadership Team.
- 9) To plan, manage and control all financial planning including rent setting, budget setting and monitoring and control of local authority contracts where applicable.
- 10) To develop and improve the quality and design of services, assess local need and plan for development of services
- 11) To actively contribute to the growth and strategic direction of the services and delivery of its Business plan
- 12) To monitor and evaluate service delivery and projects and share good practice to inform the continuous improvement of services.
- 13) To recruit, develop and work with volunteers on local community fundraising activities, building relationships in the local community with individuals, companies and local government and grant making bodies
- 14) To oversee the effective use of the housing management system (Omniledger) throughout the region.
- 15) To maintain an up to date understanding of regulatory frameworks, codes of practice and legislation relating to Supported Housing, Health and Safety, Safeguarding, and moving to independent living.
- 16) To provide leadership and inspiration for the region; to play a major part in promoting its mission in society and to represent Life in the public forum and local media.
- 17) To report regularly to the Head of Housing Operations and Senior Leadership Team and working parties as required, reporting on the work in the Region.

- 18) To recruit new supporters to the Charity by implementing strategies to increase our supporter base and connect with donors within the local area
- 19) Undertake any other duties that are essential to the job role.
- 20) Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- 21) To facilitate in the overseeing of the management of the on-call system on a rota basis

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work

- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Area Services Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Business Management / Service Delivery		
Experience in the delivery and management of support and/or care services.	✓	
An understanding of housing management legislation, basic building construction, relevant government policy and current housing issues		✓
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience in delivering results in line with organisational aims	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Knowledge and understanding of performance-based management in a customer focused service organisation.	✓	
Good knowledge of social housing, leasehold management and asset management.	✓	
A good level of literacy and numeracy. (minimum 3 GSCEs (or equivalent) including English and Maths)	✓	
Relevant Housing qualification.		✓
Recent relevant experience working with individuals in crisis		✓
Knowledge and practical experience of Supported Services.	✓	
Knowledge of needs assessment and support planning.	✓	
Understanding the needs of vulnerable people and Safeguarding Children and Adults	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
Previous experience in a trouble shooting role		✓
Knowledge of Microsoft Office 365 and associated IT applications	✓	
Communication		

Excellent verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Excellent teamwork, interpersonal and organisational skills	✓	
Ability to negotiate and influence	✓	
An interest in working with diverse social groups	✓	
Good strategic awareness		✓
Self motivation and Resilience	✓	
Problem solving skills	✓	
Common sense and the ability to use initiative when making decisions	✓	
Ability to demonstrate good people skills in managing complex and difficult situations	✓	

Internal Use Only

Approved By: Karen Proudlock

Issue No: 1

Approved Date: 19/05/2022

Review Date: 19/05/2024