

Job Profile

Position Details	
Post	Service Manager (Ermine & Hale)
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/HRS Operations/Ermine & Hale
Reports to	HRS Operations Lead
Grade	PO4
Job Family	

Role Purpose
<p>As a Service Manager you will be work as part of a team to launch and then deliver Haringey's newest supported accommodation service, Ermine Road. Ermine Road will provide 37 self-contained accommodation units for single adults affected by rough sleeping.</p> <p>As Service Manager you will oversee the smooth day to day management of the Ermine Road and Hale Road supported accommodation services; providing high quality, rapid assessments, accommodation and move on to those who are homeless or rough sleeping. You will empower your teams to deliver trauma-informed interventions around housing, health, wellbeing and employment to achieve positive outcomes and move on from the service.</p> <p>You will be responsible for providing support, training and supervision to Deputy Managers and a team of Project Workers to develop a high performing service with a shared vision and approach.</p> <p>As Service Manager you will develop, implement and then review relevant operational policies, practices and procedures during the initial 12-month implementation period. You will communicate the vision and aims of the service as part of your partnership work with local partners, residents and stakeholders.</p> <p>To do this you will work as part of a multidisciplinary team of professionals, including other Service Managers within the team, the Housing Needs Team at Homes for Haringey and a range of specialist external partners providing health, immigration and move-on support.</p> <p>The role will contribute actively to delivery of the Council's Homelessness and Rough Sleeping Strategies (2018-2022), by supporting people to secure positive housing, health and community outcomes by enabling people to not return to street homelessness.</p>

Main Responsibilities
<ol style="list-style-type: none">1. To manage staff rotas that ensure the provision of 24/7 service at Ermine Road and Hale Road services.2. To provide advice and assistance to deputy managers and project workers in day to day case work to ensure they are undertaking high quality casework in a timely manner.3. To model and share good practice in move-on planning, relational support approaches, incident handling, risk management and trauma-informed practice.

<p>4. To maintain a high level of knowledge, experience and skill of homelessness issues and housing options and working with clients with complex needs.</p> <p>5. To share responsibility for move- on including overseeing all cases, leading on complex long stay cases and organizing case conferences where required.</p> <p>6. To be responsible for evaluating staff performance, including probationary assessments, performance appraisals and sickness absence procedures in line with Council's policies.</p> <p>7. To manage complaints and undertake investigations and in line with procedures as required.</p> <p>8. To provide regular support and supervision of staff.</p> <p>9. To keep accurate records of staff, leave and sickness.</p> <p>10. To promote learning, development and identify staff training needs for supervisees and make recommendations for the team and individuals.</p> <p>11. To ensuring that monitoring and evaluation regularly takes place and that statistics are kept up to date.</p> <p>12. To ensure that internal policies and decisions made by the team are observed and followed through.</p> <p>13. To engage partners in facilitating development of the service through reviews and activities to meet the service aims.</p> <p>14. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.</p> <p>15. Ensure accurate recording and management of information about service users, activities and outcomes to support monitoring and evaluation of services.</p> <p>16. To identify and appropriately apply relevant safeguarding, domestic violence and health and safety policies as they apply to the personal circumstances of those accessing services.</p> <p>17. Support and review locality management procedures and protocols in partnership with stakeholders.</p> <p>18. Provide Out of Hours support 1 week per month.</p>
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Generic Responsibilities
<p>1. To ensure all the policies and procedures are in place for the effective running of Ermine Road and Hale Road.</p> <p>2. To ensure that financial procedures are maintained at all times in accordance with the Councils procedures.</p> <p>3. To keep accurate records and statistics on referrals, client demographics and outcomes. To maintain a high standard of record keeping and keep all financial and administrative systems including client files in an accurate and up-to-date manner in line with policy.</p> <p>4. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</p>

5. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
6. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
7. To undertake work at relevant Housing Related support accommodation or homeless services as required

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Personal experience or understanding of the issues affecting vulnerable homeless people or those at risk of homelessness.	E
2. Day to day management/supervision of staff.	E
3. Ability to competently assess and manage risk appropriately.	E
4. An ability to work proactively and respectfully to reduce distress and conflict whilst maintaining boundaries and consistency in complex and difficult situations.	E
5. The ability to quickly understand numerical information and carry out financial tasks accurately. e.g. understanding rent and service charge statements, interpreting outcome data	E
6. Understanding of the importance of health and safety and fire safety and a willingness and ability to carry out health and safety tasks regularly and reliably.	E
7. Undertake self-learning and team-based development opportunities to continuously inform practice.	D
8. Knowledge and commitment to co-production and service user involvement in the design and operation of services.	E
9. Knowledge and understanding of best practice within the sector including Trauma Informed and Psychologically Informed Approaches	E
10. Understanding of design and development of service delivery or approaches to achieve identified outcomes for staff and clients	D
11. Excellent written and spoken English with the ability to communicate effectively using telephone, face to face, written and electronic methods.	E
12. Knowledge and experience of using IT (Microsoft Word, Outlook, Excel)	E

Main Contacts & Other Information
<u>Main Contacts:</u> Hale Road Deputy Mulberry Junction Hub Manager

Housing Needs Service

Pathway Team

Haringey Street Outreach Team

MEAM Coordinator

Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.