

Job Description

Position Details	
Post	Service Manager – Mulberry Junction
Service Area	Strategic Commissioning, Housing-Related Support Team
Reports to	Strategic Lead Single Homelessness and Vulnerable Adults
Grade	P05
Job Family	To be completed by HR

Role Purpose
<p>The purpose of the role is to provide innovative and effective management of the service and staff at the Council’s single homelessness hub, Mulberry Junction.</p> <p>The Service Manager will work in collaboration with Council colleagues, a range of stakeholders including service users, to deliver a multi-disciplinary housing and support service for single homeless adults in Haringey. The service will provide a trauma-informed and person-centred environment where people can access housing and homelessness advice and assessment, financial, health and wellbeing support and opportunities to learn skills and access peer support.</p> <p>The Service Manager will be responsible for all aspects of operational service delivery, building management and the line management a small team of staff. The service manager will be responsible for a staffing budget and have matrix management responsibility for up to 5 other staff who work from the Mulberry Junction building.</p>

Main Responsibilities
<p>Service Model</p> <ol style="list-style-type: none"> 1. To ensure that people who access the service receive high-quality support, advice and access to services that are focused on their strengths and goals via active engagement 2. To develop a trauma-informed service which works creatively with the resources available to find personalised solutions to housing, health and social needs 3. To ensure that the rights to privacy, dignity and self-determination of homeless people is promoted, and that their rights as citizens are upheld. 4. To ensure that as a minimum regular consultation with service users occurs about service delivery and proposed changes. Wherever possible to co-produce change and improvement to the service in a collaboration between professionals and service users. 5. To ensure that the service is an active environment where people are encouraged to participate in activities, peer support and learning opportunities – to address social isolation, employability, recovery and self-esteem. 6. To ensure the safety of all those who access the service at Mulberry Junction (e.g. service users, visitors, volunteers, staff members), by ensuring robust risk assessments, operational policies, procedures and plans are in place and well communicated. 7. To take the lead role in addressing safeguarding concerns on behalf of the service.

Team Management

8. To lead a multi-agency team in a matrix management style, working with line managers from other organisations and locations to build coherent working practices
9. To lead and manage a small staff team, including all aspects of recruitment, selection, induction and performance management.
10. To create a working culture that is solution-focused, proactive and supportive, valuing the unique skills and talents of the whole team
11. To ensure that mechanisms for supervision, appraisal and regular communication is in place for individuals and groups within the team
12. To ensure the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
13. To ensure that policies and procedures in relation to information management, outcomes monitoring, and reporting are well communicated and fully implemented, in an accurate and timely way
14. To monitor the service's income and expenditure in line with the budget.
15. To monitor and authorise staff-related and office expenditure in line with budget and financial regulations.

Building Management

16. To ensure the provision of a safe and high-quality physical environment through the effective implementation and monitoring of:
 - Activity and building risk assessments
 - Cleaning rotas
 - Operational health and safe checks and test
 - Repairs and maintenance
 - Policies and procedures about the use and treatment of equipment
17. To process and respond promptly and objectively to complaints in line with the Council's complaints procedures
18. To manage a robust Locality Plan which addresses anti-social behaviour, neighbour complaints, incident management and community involvement
19. To manage the relationship and service level agreement with the supported housing provider delivering the upper floors of supported accommodation.

Collaboration

20. To ensure that Mulberry Junction is a multi-agency, multi-disciplinary and multi-functional space, maximising the resource with the aim of preventing homelessness and tackling rough sleeping
21. To be responsible for building and maintaining partnerships with a wide range of relevant statutory, voluntary and community partners including the Homes for Haringey, local hospitals, social services and community groups.
22. To ensure that Mulberry Junction strengthens the Making Every Adult Matter approach being developed in the Borough and plays a key role in the boroughs approach to homeless people facing multiple disadvantage
23. To be responsible for ensuring that Joint Working Protocols with external partners who use the Hub are regularly updated and adhered to.

24. To be responsible for the ensuring the Service Level Agreement with the supported housing provider at Mulberry Junction is regularly updated and adhered to
25. To actively connect the project to appropriate services and community resources, especially where this has the effect of generating positive benefit for service users.
26. To work as a remote member of the Housing-Support Team and contribute strategically to developments in housing and homelessness commissioning, strategy and policy where required

General

27. To keep abreast of current housing and homelessness legislation, as well as relevant research and good practice relevant to enabling homeless adults achieve positive housing, health and wellbeing outcomes.
28. To undertake any additional responsibilities assigned with the overall purpose and grade of the role as required.

	Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1.	Understanding of the issues facing people affected by or at risk of homelessness	E
2.	Understanding of best practice approaches to homelessness prevention, tackling rough sleeping and engaging vulnerable people with complex needs in peer support and co-production	E
3.	Experience working with people affected by homelessness and multiple disadvantage	D
4.	Experience of managing the operations of a busy multi-agency environment where multiple organisations and individuals share space	D
5.	Ability to influence and negotiate with professional stakeholders to achieve collaborative solutions to mutual issues	E
6.	Organisational skills to effectively manage competing demands and priorities	E
7.	Experience in monitoring a budget	E
8.	Ability to remain outcomes focused, identify and monitor benefits to residents	E
9.	Ability to manage and resolve conflict and challenging behaviour	E
10.	Experience of implementing policies, procedures and protocols around building management and support service delivery	D
11.	Understanding of psychologically informed environment models and trauma-informed care.	D
12.	Strong presentation skills and ability to communicate with a wide range of people	D
13.	Proactive and solution-focussed approach to complex issues	E
14.	Ability to use Microsoft programmes including Powerpoint, Excel and Word	E
15.	Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies	E

Main Contacts & Other Information

Main Contact:

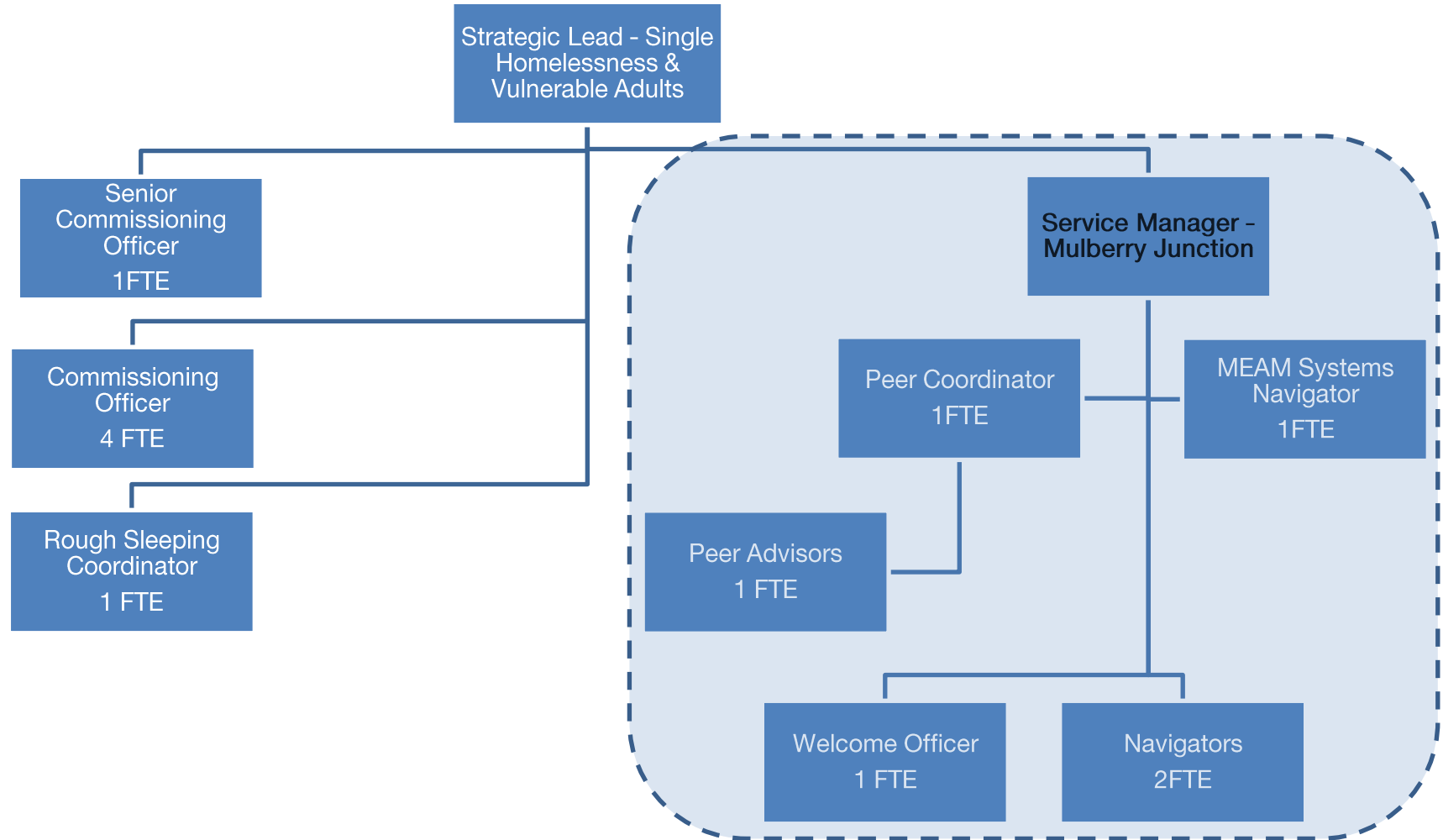
Gill Taylor Strategic Lead - Single Homelessness and Vulnerable Adults

Gill1.taylor@haringey.gov.uk

0208 489 2847

Organisational Structure

The Housing-Related Support Team



Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
	x			

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	60%	Use of a computer.	Yes	60%
Audio typing.	No		Crisis or conflict situations.	Yes	5%
Walking more than a mile.	No		Manual handling.	Yes	5%
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	Yes	10%	Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	Yes	60%	Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	50%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
None
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Laptop
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
None
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
None
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
None