

Job Description

Supported Housing Manager (Full-time) **Fixed-term contract 1-year**

Location: Aldershot base; onsite across all Stoll Foundation offices.

Job type: Full-time [Monday to Friday - 9am to 5pm]

Responsible to: Head of Support & Tenant Engagement

Other sites Manager Responsible for:

Chiswick War Memorial Homes (CWMH)
Wessex House (WH)
Centenary Lodge (CL)

Salary: £ 46,182 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and wellbeing for those who have served their country.

The

Role:

Responsible to the Director of Support and Tenant Engagement for providing excellent delivery of housing & support services, including allocations, rent arrears prevention and recovery, tenancy management and tackling anti-social behaviour.

To lead the team in delivering and developing support plans, risk assessments and move on plans that promote independence; motivate tenants to make connections in the local community, such as through employment, health and wellbeing activities or other networks.

Ensure the delivery of a customer-focussed services, ensuring that residents are actively engaged with, consulted and involved in decisions affecting their homes and services provided.

Ensure agreed performance outcomes and objectives are monitored and achieved across all key aspects of housing management, presenting regular management information and reports on key performance indicators.

To ensure that service delivery at all sites comply with best practice, the law and the regulatory framework and that all relevant policies, procedures, processes and administrative systems are regularly reviewed and updated.

Key Responsibilities:

Staff Management

Manage and develop the team, undertaking regular one-to-ones and performance reviews in accordance with Stoll's policies and procedures.

Ensure that staff are recruited, inducted, trained and developed well and in accordance with our procedures to enable them to deliver quality services.

Coach and support staff to tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures.

Ensure that staff rotas are managed efficiently and effectively and that adequate cover is provided to meet service demands and that staff work within established guidelines.

Ensure required statistics and key performance indicators are collated for all sites as and when required and delivered on time.

Ensure the proper and efficient running of the community emergency alarm systems at other sites, including monitoring and evaluating the service and usage with staff.

Monitor and evaluate service delivery ensuring that services are relevant to needs and demonstrate quality outcomes.

Tenant Support, Participation and Engagement

Support, encourage and facilitate a wide range of ways for tenants to be involved in decision making and able to contribute ideas regarding any matters affecting their homes and the services provided.

Ensure that customer feedback is routinely sought across all aspects of housing and support service areas, is fully considered and, where appropriate, acted upon to help deliver service improvements.

Ensure that tenants are kept fully informed about any proposed changes to service delivery and the results and outcome of any consultation undertaken.

Ensure that needs and risk assessments and support planning are robust and achieve the targeted outcomes in order to promote independence.

Report concerns relating to safeguarding using organisational procedures.

Lettings, allocations and voids management

Ensure the Allocations and Lettings process is managed in line with Stoll's policy and procedure and void targets are met, ensuring all housing applications are processed effectively and vacancies are efficiently allocated to qualifying applicants

Ensure formal offers, viewings, sign-ups and new tenant visits are undertaken, with new tenants being made aware of their rights and responsibilities and are fully supported through the process in order to successfully sustain their tenancies.

Work with the Property Services Manager to ensure all void repair works are completed quickly so that vacancies are ready to let ASAP, and also that void inspections are completed in the absence of the Property Services Manager.

Tenancy management, rent arrears and tenancy enforcement

Ensure all incidents of anti-social behaviour are properly investigated in line with Stoll's Anti-Social Behaviour policy, and that appropriate action is taken to resolve these cases.

In coordination with the Finance team, monitor all rent arrears action, ensuring that early intervention takes place, timely and appropriate support and advice is offered to tenants, and that performance targets are met.

Ensure that tenants are supported to obtain independent advice from relevant agencies, enabling them to maximise their income, and to reduce rent and other forms of arrears, plus enabling them to sustain their tenancy.

Ensure an effective tenancy management service is provided, including dealing with issues of succession, name changes, change in circumstances and breaches of tenancy.

Oversee legal cases relating to tenancy breaches and attend Court where necessary to provide support and guidance to other staff, give evidence on behalf of Stoll and instruct legal advisors as appropriate.

Regeneration & Development

Work with the Director of Housing and Support to fully understand and implement the proposals for the regeneration of any Stoll estate.

Be involved in the planning and delivery of any consultation to support residents, including communications and events to inform and consult on the proposals.

Where appropriate, to play a key role in managing and supporting the rehousing process for each affected tenant.

If necessary, take legal action to achieve vacant possession of each affected property, liaising with solicitors as required. Promoting Independence

Working in a team and with others

- Contribute positively to working in a team and across Stoll to deliver quality services.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisals and team meetings.
- Liaise and work with other agencies including housing, health, social care professionals and other ex-Service organisations as required.
- Act in a professional manner while on duty and when representing Stoll.
- Supervise any volunteers or trainees taken on by Stoll under any approved programmes.

Financial control

- Work within established budgets and maintain accurate financial records.
- Ensure that staff adhere to Stoll's financial policies and procedures, taking appropriate action in response to internal and external audits, recommendations and requirements.

Record keeping and data management

- Maintain accurate and up-to-date financial and other relevant service records, ensuring that support plans, needs and risk assessments are understandable and reviewed regularly.
- Maintain confidentiality of records and information in accordance with Stoll's Confidentiality Policy.
- Complete quarterly Key Performance Indicators and provide additional KPIs relating to service delivery as and when required.
- Complete information required for funders.

Quality and regulatory compliance

- Understand the legal framework in which Stoll provides housing and support.
- Keep up to date with best practice in respect of support to vulnerable adults and Safeguarding Adults

- Continuously look to improve the quality of services responding positively to feedback and complaints

Health and Safety

- Work in accordance with Stoll's policy and legislative requirements for health and safety.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

Other

- Carry out any other duties as required by the Director of Housing and Support Services, Chief Executive of Stoll.
- Take part in strategic planning for the organisation and business planning in line with the Charitable objects.

Person specifications:

Experience

Extensive experience working in a social housing environment with vulnerable adults to promote independence.

Extensive experience in managing and motivating a staff team.

Experience of working in partnership with other agencies and building positive working relationships with key stakeholders.

Experience of reviewing, monitoring and evaluating outcomes in the delivery of support services.

Experience in managing health and safety, monitoring and reviewing risk assessments

Skills and Knowledge

Knowledge of lettings and allocations, rent collection and arrears management, tenancy disputes, anti-social behaviour policies and procedures and their application

Understanding of the legal framework and regulatory context in which Stoll operates and the role of local authorities and Registered Providers in providing housing services

Experience/knowledge of the issues facing the ex-Service community, especially those Veterans with support needs.

An understanding of health and safety issues affecting support services for vulnerable adults.

Understanding of the financial environment and constraints in which services operate, with experience in managing and controlling costs effectively

Understanding of best practice in delivering social care.

Ability to use IT to write short reports, letters, and emails.

Relevant professional qualification, and/or evidence of continuous professional development.

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences, both formal and informal

- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own workload, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting challenging behaviour in a positive way
- An understanding of support issues, particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

Management & Leadership Competencies

Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and look to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: