

## Accommodation Service Manager – Adults

Full-time (£28,050 - £36,644)

We are looking for a special Service Manager to lead our teams of dedicated staff, delivering high quality support in our accommodation-based services across Norfolk and Suffolk. The Service Manager will oversee daily operations whilst supporting, managing and developing the staff teams. This role will work closely with commissioners, local partners and colleagues including Employment, Health and Wellbeing and Education.

### Main job elements

- Leading and managing teams that provide 24/7 support, including team leaders, coordinators and frontline staff.
- Aligning your team with the current vision and focus of the Trust
- Supporting, coaching and developing your team as they deal with a wide variety of complex needs
- Embedding and maintaining a trauma-informed approach in all aspects of service delivery
- Reviewing, collecting, acting on and presenting indicators of your team's performance (for example, successful outcomes) to senior leadership and management and commissioners
- Building and managing relationships with local partners
- Supporting the staff with rent arrears, Housing Benefit claims, service charge and management of licenses, taking the appropriate action when any breaches occur
- To work with the Finance team in taking appropriate action to deal with rent and charge arrears, including assisting residents with budget planning and reaching agreements to clear arrears, which may include serving notices.
- To ensure that accurate records are kept.
- Undertaking health and safety checks at the premises as directed by Head of Business Support.
- Provide support and advocacy to service users, and coordinate and monitor referrals to in-house/community services such as specialist substance misuse and alcohol treatment.
- To deal promptly with complaints in accordance with Access complaints procedure.



## 1. Service delivery

Ensure compliance with health and safety legislation to provide a safe environment for employees and people using and living in the service

Plan and distribute staffing and resources, as required

Involve service users in planning and invite their feedback about all aspects of Access services

Work positively and proactively with key partners and stakeholders

## 2. Management Responsibilities

Provide supervision and development support to staff to manage complex cases, situations and maintain accurate records

Ensure staff understand and follow policies, procedures and practice standards

Arrange and attend meetings with commissioners, key partners and stakeholders, ensuring messages and learning are shared with the team

Undertake internal audits and implement improvements and learning

Support the growth and development of accommodation services across the local area

Monitor performance to ensure relevant targets are achieved

Support and promote volunteer engagement and involvement

Ensure staff within the team operate within ethical and professional boundaries

Support staff to uphold appropriate safeguarding standards in line with local protocols

## 3. Other key elements

Keep up to date with new developments in the fields of substance misuse, homelessness, domestic abuse and related issues.

Promote and model Access values, vision and mission

Carry out duties of the post in accordance all Trust policies and procedures

Engage with supervision as part of the performance planning and development process

Carry out any other duties and responsibilities as required in line with operational needs.



## ESSENTIAL

NVQ / Diploma Level 4 in Management / Health & Social Care / Mental Health or professional equivalent and/or experience

Experience working in homelessness, substance misuse, mental health or similar setting

Demonstrated experience of leading a team

Strong communication skills

Demonstrated ability to build good working relationships with commissioners, partners, staff and customers

Ability to manage and model professional boundaries

Ability to organise tasks and work to deadlines

A willingness to travel for internal operations within Access service areas

Demonstrable experience using MS office suite and other IT systems

Good team player and a positive attitude towards working with change

Positively engage with and sustain appropriate relationships with customers who are often unwilling to engage with services

Motivate, promote independence and ensure that adequate levels of support are given to each in line with contractual requirements

Use own initiative and make decisions

Keep accurate records and write reports

Ability to work flexibly- occasional weekends/evenings

Use of a car for work

