

Role Title: Supported Housing Manager

Hours: 21 hours per week

Term: Permanent

Salary: £28,304 per annum pro-rata

Responsible to: Chief Executive

Location: Option to work from office in Basildon or a mix of home and office working

Experience: A well-organised, self-starter, who can manage & develop a supported housing service and undertake wider organisation responsibilities demonstrating high levels of professionalism, leadership and management skills.

Role Summary:

We are recruiting a Supported Housing Manager to manage and expand our small, supported housing service. This is a senior management position in a thriving organisation and requires an experienced practitioner, who has experience of managing housing tenancies, supporting tenants to manage their mental health, their tenancy and help them to develop life skills such as budgeting, managing bills and claiming correct benefits. The Supported Housing Manager will also develop strong working relationships with local services to ensure a coordinated approach to supporting their tenants, allocating properties and keeping any vacancies to a minimum.

Job Purpose:

- To manage & develop Basildon Mind's supported housing service.
- Responsible for the management of all housing properties, including health & safety, day-to-day maintenance, planned maintenance, furniture replacement & liaising with Basildon Council.
- Supporting all residents via support plans, regular visits, working with other agencies to help residents maintain good physical & mental health and to help them to access services and develop coping skills, to live independently.
- Responsible for all housing management activities including sign-ups, trial periods, HB applications, rent payments, tenancy terminations & ensuring harmony in shared houses.
- Manage and support one of Basildon Mind's Lead volunteers, and
- Actively promote the work of the Basildon Mind

Main duties and responsibilities

These have been separated into key areas as follows:

Strategy

1. To provide direction and leadership to the supported housing service at Basildon Mind

2. To work with the Chief Executive on the implementation of Basildon Mind's strategic plan in conjunction with the Board of Trustees, advising on future direction of the housing service.
3. With the CEO develop and implement a business plan for the supported housing service.
4. To manage the performance of the supported housing service including voids, finance against agreed targets and the needs of service users.
5. To promote and publicise the supported housing service among relevant agencies, referrers, service users and potential service users.

Management

6. Co-ordinate, manage and lead a safe, professional and accessible face-to-face supported housing service.
7. Manage the supported housing service budget.
8. Responsible for employing and supervising the cleaner and gardener for shared houses.
9. Manage and co-ordinate external relations with stakeholders and manage publicity and marketing activities of the service.
10. Manage and support one of Basildon Mind's Lead volunteers ensuring effective co-ordination of their volunteering activities.
11. To be responsible for own administration.

Supporting service users

12. Process applications for housing, assessing suitability, ensuring trial periods prior, providing support during this process.
13. Work with each tenant to agree a support plan (Recovery Star) to enable them to maintain their tenancy and move towards independent living.
14. Assess progress against the support plan and adjust as necessary.
15. Ensure regular communication and support through home visits and phone calls as appropriate.
16. Support tenants to develop life skills to help them maintain their tenancy and manage their mental health e.g. budgeting, managing bills, claiming appropriate benefits, completing paperwork and maintaining their living environment.
17. Monitor residents' mental health, checking that medication has been taken as prescribed, prescriptions renewed, and any deterioration is reported to health care professionals such as GP/CPN or social worker.
18. On occasion, escort residents to GP, hospital dental or optical appointments, it is important the residents attend such appointments to maintain good mental and physical health.
19. Challenge and manage unacceptable behaviour of tenants / breaches of tenancy reporting any incidents, ensuring that appropriate procedures are followed.
20. Convene a house meeting in all shared houses every 12 weeks to ensure that residents are engaged in service improvements.
21. Complete, update & maintain records of interactions with tenants.
22. Ensure that safeguarding vulnerable adults best practises are followed reporting any safeguarding concerns to a Safeguarding lead, following Basildon Mind's safeguarding procedures.

23. Maintain good working relationships with other local services and organisations that provide support services to tenants.

Managing properties

24. Responsible for the maintenance of the houses and flats, reporting any defects and making arrangements for repairs and where necessary replacements, ensuring properties are maintained to a good standard.
25. Obtain estimates for redecorating and replacement furniture as required by current tendering protocols.
26. Ensure delegated authority to spend up to £500 for renewals and repairs, including emergencies is strictly adhered to.
27. Ensure that all new residents pay their rents by standing order.
28. For residents who do not pay by standing order, currently two, collect top up rents on a four-weekly basis, ensuring that appropriate receipt processes are followed.
29. Provide reports on any arrears to the General Manager.
30. Carry out and record health and safety assessments, implementing any resultant actions..

Service Delivery:

31. Ensure the service is delivered in line with good practice.
32. Ensure that complaints are investigated and dealt with appropriately.
33. Liaise with and report to CEO regarding delivery of the service.
34. Prepare reports for the Board of Trustees meetings.
35. Review appropriate policies and procedures, including referral, cancellation, assessments, financial and administrative procedures.

Service Monitoring & Evaluation:

36. Maintain record keeping systems, including CRM & SharePoint and use in line with data protection requirements.
37. Ensure service outcomes and outputs are effectively monitored and evaluated.
38. Prepare regular service statistics and reports for the Board of Trustees as well as National Mind.
39. Ensure budgets are adhered to and financial systems maintained.
40. Ensure any funded projects are delivered in compliance with the funding obligations/restrictions.
41. Undertake regular monitoring and evaluation of the service; equality impact assessments and other reviews deemed appropriate.

General

The post holder will

42. Actively promote the work of the charity by attending events, engaging with the community and raising awareness of our services and impact. Time off in lieu will be offered for any additional hours worked.
43. Attend internal and external meetings, events and training as and when necessary
44. Undertake flexible working hours, including limited weekend and evening work (we offer a time off in lieu policy)
44. Implement Basildon Mind's policies and procedures, including people policies such as safeguarding and information governance.
45. Undertake other tasks and duties, as deemed appropriate, by the chief executive

PERSON SPECIFICATION

General:

- Experience of working under pressure and handling competing demands
- Experience of working independently and managing own workload and others
- Willingness to contribute to the charitable aims of the organisation and maintaining financial viability.

SKILLS

Essential	Desirable
Ability to assess service users need for Basildon Mind's supported housing	Understanding of benefits system for supported Housing Service users
Ability to communicate clearly and sensitively with individuals, families, and other healthcare professionals.	Awareness of the impact of stigma and discrimination on individuals with mental health conditions.
Ability to remain calm under pressure and deal with challenging situations	Active listening skills to understand and empathise with their experiences and emotions.
Ability to identify and assess individuals in crisis and provide/arrange appropriate support.	
Good organisational, project management and IT skills, with the confidence to use Microsoft outlook, word & excel and the ability to learn new software packages	
Ability to communicate effectively & confidently with clients, colleagues, management and external organisations, both verbally and in writing	
Ability to work well within a team	
Knowledge of risk assessment techniques and protocols to ensure safety.	
Excellent interpersonal skills and ability to maintain clear boundaries.	

EXPERIENCE

Essential	Desirable
Experience of managing a service as part of a small organisation.	Experience of leading service development
Experience of delivering supported housing in the voluntary sector. Experience of regularly reviewing and updating care plans based on individuals' changing needs.	Experience of service evaluation, service improvement or contributing to business expansion

Experience of safeguarding vulnerable adults and following organisations safeguarding policy and procedure.	Experience of recruiting and managing volunteers.
Experience of performance management	
Experience of managing properties	

TRAINING/QUALIFICATIONS

Essential	Desirable
Good standard of general education	Relevant professional qualification - CIH or similar
Knowledge of common interventions and coping strategies for supporting individuals with mental health challenges.	Understanding of mental health conditions, symptoms, and treatment approaches.
Mental Health First Aid training /certificate	Management Qualification
A satisfactory DBS certificate	

OTHER REQUIREMENTS

Essential	Desirable
Flexible working to meet the needs of the service	
Enthusiastic and motivated, with a 'can do' attitude.	
Must be able to drive and provide own vehicle.	



Basildon Mind is committed to meeting National Mind's Quality Standards

