

<b>Job title</b>	Supported Housing Manager
<b>Responsible to</b>	Head of Facilities and Housing
<b>Remit of the post covers</b>	North Kent and Medway
<b>Department</b>	Housing Services
<b>Hours</b>	FTE 37 hours per week
<b>Salary</b>	£36,840.56
<b>Length of contract</b>	Permanent
<b>Location</b>	Dartford and Medway

## **Supported Housing Manager Job Description and Person Specification**

### **Purpose of the Post**

This post is to manage the delivery of North Kent Mind’s Housing Management and Housing Support Services.

### **Structure of the Post**

The Supported Housing Manager will be supervised and managed by Head of Facilities and Housing and be accountable to the Board of Trustees of North Kent Mind.

They will be part of a Department Management team which comprises:

- Counselling and Therapy Manager
- Adult Support Services Manager
- Finance Manager
- Office Operations Manager
- HR Manager
- Director of CYP
- HEAL House Manager
- SUN Manager

The post will be based in the North Kent Mind Offices at 20 West Hill Dartford, but some travel to other North Kent Mind sites including Medway may be required, for which travel expenses are payable. It is a condition of employment that the post holder is prepared, whenever applicable, to travel to and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

### **A: DUTIES OF THE POST:**

These duties apply to all North Kent Mind Staff, whichever service they work for.

1. To work within a framework which:

- Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
  - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
  - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy.
  - Maintains good liaison with any other outside agencies as is necessary.
  - Promotes good joint working, links and cross-referral with North Kent Mind colleagues
2. To participate in supervision and appraisal
  3. To attend Staff Meetings and service team meetings.
  4. To attend training/meetings and some annual events as required
  5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

**B: DUTIES OF THE POST: SPECIFIC ( Supported Housing Manager)**

1. The specific duties of the post are to be responsible for the management of the Supported Housing Service.
2. Individual supervision, recruitment, training, and support to all team members of Supported Housing Services.  
  
2 x P.T Housing Support Workers  
1 x F.T Senior Housing Support Worker
3. Responsible for the line management of the Housing First Coordinator.
4. Ensuring that volunteers working within Housing Support Services are adequately recruited, supported, and trained.
5. Hold regular team meetings
6. Gather, Collect, analyse and provide statistical data when required and provide KPI reports and Spreadsheets.
7. Responding to any incidents or causes of concern which are reported by support staff.
8. Liaising with external agencies to strengthen, promote and extend the range of services available.
9. Ensuring that all data for agreed performance indicators is kept appropriately and provided promptly to Hyde, Southern Housing and North Kent Mind.

10. To directly facilitate some elements of the Housing Support Service alongside Support Workers.
11. To proactively manage key relationships and contracts with Hyde Housing and Southern Housing via regular liaison.
12. To manage the implementation of tenant individual support plans and regular weekly interaction with all tenants.
13. To ensure all tenancy agreements comply with housing law and legislation and are managed with diligence.
14. To attend external meetings regarding Housing Support Service and Housing Management Services, and others as identified relevant by line management.

As for all members of the senior management team, the post holder will have the following duties

- To be generally contactable outside of office hours as one of a pool of Managers who respond to alerts to the Stay Safe call system for lone working.
- To be part of the emergency management team which responds to any major incident which threatens the continuity of the delivery of our services.

This list is not exhaustive duties can be added in discussion with the post holder.

### PERSON SPECIFICATION

Experience, Skills, Knowledge	Essential	Desirable
Experience of managing a team	✓	
Ability to prioritise tasks and manage time efficiently	✓	
Good knowledge of Microsoft office 365, Internet, Recording Systems & Outlook	✓	
Experience in Supported Housing Management		✓
Ability to develop positive and professional working relationships with staff, volunteers, clients and trades	✓	
An understanding of the importance of confidentiality and an ability to respect this at all times	✓	
Clear professional boundaries	✓	
Good written English and communication skills	✓	
Excellent organisation and administrative skills	✓	

Proactive and flexible approach to problem solving	✓	
An ability to prioritise workloads	✓	
Warm and professional manner both in person and on the telephone	✓	
Ability to work within a team	✓	