Job Title	Supported Housing and Accommodation Senior Manager
Directorate	Housing Services
Responsible to	CEO
Accountable to	CEO
Location	Dartford
Hours	30 Hours per week
Salary	£20.30 per hour
Contract	Permanent

Structure of Post

The Supported Housing and Accommodation Senior Manager is supervised by the CEO.

For the calculation of travel expenses, Dartford shall be considered the employee's base. Travel between home and another working venue may only be claimed where it is in excess of the normal distance between home and base. All time spent travelling between work venues is counted as time worked.

This post is to lead, and line manage North Kent Mind's Housing Services.

Purpose of Role

This post line manages North Kent Mind's, Housing First Floating Support , Supported Housing Services, and Heal House Supported Accommodation.

- Providing a range of intensive housing management services to tenants living in self-contained flats within the North Kent Mind area.
- Providing access to appropriate support for tenants, to enable them successfully to maintain their tenancies (including the facilitation life skills training) and live in the community.
- Managing move-on for tenants with short term tenancies.
- Leading on our Housing Support Services to meet requirements whilst achieving outcomes and outputs as required.
- Maintaining our Housing Management Services in-line with the requirements of, Hyde Housing Association, Southern Housing Association, current legislation, and Local Authority Benefit Revenue Offices across various districts.
- Leading on our Supported Accommodation provision for Rough Sleepers within Gravesham.

- Supervise the Supported Housing Manager, the Heal House (Hostel) Manager.
- Contract management of the above, working closely with commissioners as required.

- Developing the services and seeking new opportunities.

The role operates within defined frameworks, policies and procedures, working under the guidance of the CEO while exercising appropriate professional judgement in day-to-day delivery.

All employees contribute to the development and continuous improvement of North Kent Mind through partnership working, service development activities, feedback, evaluation and the promotion of positive mental health and wellbeing. Each role contributes to a consistent, high-quality service offer aligned to organisational standards, contractual requirements and agreed priorities.

Key Responsibilities

- Oversee supervision, recruitment, training, and support for all members of the Housing Services.
- Ensuring that volunteers working within Housing Support Services are adequately recruited, supported, and trained.
- Chairing and managing team meetings as required.
- Managing the achievement of all Housing Related Support as required.
- Ensuring that staff and volunteers are properly allocated to the various tasks in accordance with their strengths, competencies, and development needs.
- Regular close collaborative working with the other internal Service Managers.
- Taking action to ensure the elements of the service run to appropriate standards of safety and quality in the event of staff sickness or absence.
- Responding to any incidents or causes of concern which are reported by support staff.
- Ensuring full engagement with legislation as applicable to Housing Support and Housing Management Services.
- Ensuring services are appropriately marketed, promoted, and publicised, working closely with our Communications Team..

- Ensuring all service elements are run within agreed budgets, working closely with our Finance Department.
- Ensuring that services meet the ethos, targets, quality measures, and outcomes specified by funding contracts and North Kent Mind.
- Liaising with external agencies to strengthen, promote and extend the range of services available, particularly with a view to developing services within Medway.
- Ensuring that all data for agreed performance indicators is kept appropriately and provided promptly to contractors including Hyde, Southern Housing, KCC, Gravesham Borough Council, and North Kent Mind.
- To manage, report on and ensure the undertaking of all required housing checks in line with legislation and funder requirements.
- To manage the maintenance and reporting of repairs for all North Kent Mind's supported housing properties.
- Ensuring all North Kent Mind's supported housing accommodation meets an excellent standard.
- To proactively manage key relationships and contracts with Hyde Housing and Southern Housing via regular liaison.
- To ensure the implementation of tenant individual support plans and regular weekly interaction with all tenants.
- To ensure the implementation a life skills training service for all tenants.
- To ensure all tenancy agreements comply with housing law and legislation and are managed with diligence.
- To ensure Housing Support Services and Housing Management Services have relevant and up to date processes for excellent performance and maximum outcomes.
- To ensure attendance at external meetings regarding Housing Support Service, Supported Accommodation provision, Housing First, and Housing Management Services, and others as identified relevant by line management.
- To ensure all Housing Management revenue is maintained via; managing efficient systems, regular reporting to senior management, and robust processes; for Intensive Housing Management Income, Rental Income, Service Charge Revenues, and Housing Benefit.
- Oversee and ensure smooth running of all aspects of our contract for daytime support at a supported housing project for rough sleepers, and similarly for our Housing First tenancy associated support.
- Oversee and maintain our contractors for out of hours support services.
- To develop the department and seek new opportunities.

- Ensure compliance with legislative training requirements i.e. a valid level 4 Housing Qualification.
- Form part of the SMT (Senior Management Team) and attend Senior Management Meetings.
- To be generally contactable outside of office hours as one of a pool of Managers who respond to alerts to the system for lone works.
- To be part of the emergency management team which responds to any major incident which threatens the continuity of the delivery of our services.

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equity, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for service users, staff and others, identifying and responding appropriately to safeguarding concerns.
- Attend and complete all mandatory training relevant to the role.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive and professional working environment.
- Participate in supervision, appraisal and continuous professional development.
- Deliver services and functions in a way that is inclusive, accessible and responsive to the diverse needs of individuals, including those with disabilities and neurodiverse conditions.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with service users, colleagues and partners.
- Support organisational learning, continuous improvement and the development of effective practices across the organisation.
- Work in partnership and collaboratively, recognising the role's contribution to positive outcomes for beneficiaries where appropriate.
- Support North Kent Mind's commitment to promoting positive mental health, emotional wellbeing and resilience within local communities and partner organisations.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

The post holder is required to:

- Work flexibly across a range of locations, environments and service delivery settings, where required by the role and commensurate with its level.
- Travel may be required to fulfil the responsibilities of the role. Reasonable adjustments will be considered where appropriate.
- Occasional evening or weekend work may be required to meet service needs, where this is relevant to the role.
- Deliver services or functions using appropriate methods, which may include face-to-face, telephone, virtual and digital platforms.
- Represent North Kent Mind professionally at external meetings, events or partnership activities where required.
- Build and maintain effective professional relationships with service users, colleagues, partners and stakeholders.
- Plan, facilitate or contribute to events, workshops, training sessions, presentations, awareness activities or other organisational initiatives where relevant to the role.
- Complete any required pre-employment checks, clearances or certifications relevant to the position and in accordance with organisational policy and legislative requirements.
- Support services, projects, programmes, teams or geographical areas in response to operational needs, where appropriate and commensurate with the role.
- Provide additional support during periods of increased demand, service development, organisational change or business continuity requirements where reasonably required.
- Work in a flexible, adaptable and solution-focused manner, responding positively to changing priorities and operational requirements.
- Undertake additional specialist training relevant to the role where required.

Working Environment

The post holder is required to:

- To operate within a flexible and dynamic environment. Some responsibilities may be delivered across a variety of locations and through multiple channels.
- Undertake activities and functions from locations which may include; organisational premises, partner locations, community settings and through virtual or digital platforms, depending on operational requirements.
- Work in a range of professional environments and should be comfortable adapting to different settings, ways of working and service delivery models. Responsibilities may involve a combination of office-based, community-based and remote working arrangements.
- Use office environments which may include a combination of open-plan and smaller room-based layouts, with varying levels of noise, lighting and foot traffic. The role may also involve regular use of digital systems, virtual meetings and remote collaboration tools.

- Appropriately use of information technology, digital systems and communication tools to support effective service delivery, administration, collaboration and stakeholder engagement.
- Have a primary work base and working pattern which will be determined by the service and organisational requirements and may vary over time. This will be discussed as part of the recruitment process.
- Travel if it required as part of the role to attend meetings, deliver services, participate in events and support organisational activities across different locations.
- Adhere to our organisational commitment to fostering an inclusive, accessible and supportive working environment. Applications are welcomed from individuals from all backgrounds, and reasonable adjustments will be considered throughout recruitment and employment in line with organisational policy and relevant legislation.
- Adapt as responsive services, working arrangements, locations, priorities and methods of delivery may evolve over time to meet organisational objectives, service needs and stakeholder requirements. The post holder will be expected to demonstrate flexibility and adaptability in responding to these changes.

Person Specification

Category	Criteria	Essential	Desirable
Education & Qualifications	Demonstrate a good level of literacy and numeracy skills to meet the requirements of the role	✅	
	Willingness to undertake relevant training and continued professional development	✅	
	Level 4 or Above Housing Qualification or willingness to complete a Level 4 Housing Qualification	✅	
Knowledge & Experience	Experience of working with mental health service users	✅	
	An understanding of the issues facing those recovering from a mental health problem	✅	
	A passionate approach towards empowering and encouraging independent living for people with or recovering from a mental health issue.	✅	
	Experience of managing staff.	✅	
	Ability to plan and manage budgets		

	Ability to develop positive working relationships with tenants, volunteers, staff and outside organisations	✅	
	Comprehensive knowledge of supported housing services		✅
	Comprehensive experiences of housing management risk assessments		✅
	Experience of housing management building maintenance		✅
	Experience of rent revenue management systems	✅	
	Excellent negotiation and networking skills		✅
	Experience of supporting provision for rough sleepers		✅
	Experience in compliance and adherence to Health and Safety Legislation		✅
Communication & Interpersonal Skills	Ability to communicate clearly and effectively with a wide range of audiences	✅	
	Ability to build professional, trusting relationships with stakeholders, including service users, colleagues and partner organisations	✅	
	Ability to adapt communication styles to meet a range of needs.	✅	
	Ability to work collaboratively with a range of stakeholders.	✅	
Organisation & IT Skills	Ability to manage workload, prioritise tasks and meet deadlines	✅	
	Ability to maintain accurate records and complete administrative tasks	✅	
	Ability to collect and record outcome measures, feedback and service monitoring information	✅	
	Strong IT skills, including the use of Microsoft Office and digital systems for recording and communication	✅	
Working Approach & Behaviours	Ability to work independently and as part of a team	✅	
	Ability to maintain professional boundaries and act with integrity and discretion	✅	

	Commitment to continuous improvement and learning	✅	
	Awareness of current issues, best practice and developments relating to role		✅
	Non-judgemental, empowering and inclusive approach	✅	
Flexibility & Practical Requirements	Willingness and ability to travel as required, with reasonable adjustments considered where appropriate	✅	
	Ability to work across a range of settings	✅	
	Willingness to work flexibly, including some evenings and occasional weekends	✅	