

Job Responsibilities:

- Line manage and provide essential support and supervision to a team of supported housing Workers, to ensure they can provide a consistent and person centred service to clients
- Manage the smooth running of referrals and assessment into the accommodation pathway to ensure that residents have a fluid transitional experience and their needs appropriately met
- Manage the service waiting list and allocate clients to a specific Support Worker and property, as and when they become available
- Carry a caseload of clients producing their risk assessment and support plans, carrying out one to one sessions for support
- Review and feedback on all risk assessments and support plans produced by the team, ensuring that the support planning and risk management policy and procedure guidance is followed in full.
- Provide support and guidance to the housing staff to ensure tenants are suitably equipped for their own tenancy and move on to education and/or employment.
- Under guidance of the service manager, to hold responsibility for the operational delivery of the housing management function across the organisation's property portfolio, including arranging responsive repairs and maintenance to keep properties maintained to a high standards and compliant with relevant legislation and regulations
- Support the housing staff to address breaches of tenure, issuing sanctions and warnings to residents as needed, especially where these relate to rent arrears, anti-social behaviour, health and safety
- Maintaining occupancy rates across all properties
- Developing positive relationships with partner organisations to improve service outcomes
- Ensure that all safeguarding issues are addressed and reported, and partner agencies are notified where there is requirement to do so
- Take responsibility for the housing stock and report on repair and maintenance issues and ensure the fabric of all Cornerstone buildings are maintained appropriately – liaising with contractors and other team members as and when required.
- Provide support and supervision to colleagues and develop individual training and development plans. Undertake annual personal development reviews, as required
- Maintain accurate records such as reports and meeting minutes for the monitoring and evaluation of performance and quality, assisting the Services Manager to produce statistical data and written reports on service performance
- Undertake other duties within the spirit of the post, as required by the Services Manager and assist in the implementation of service delivery changes

General Responsibilities:

- Operate within Cornerstone's policies and procedures and ensure colleagues are aware of and operate within the policies
- Organise and participate in relevant training sessions, management meetings and events, as required.
- To ensure service user confidentiality whilst maintaining accurate client notes, files and records and make this information readily available for review
- To develop the knowledge and ability to work within the statutory framework relevant to the client group
- To ensure the structure, values and ethos of the organisation are adhered to
- To carry out risk assessments and participate in risk management in accordance with Cornerstone's policies
- To operate within clear professional and confidentiality boundaries and to work within Cornerstone's code of conduct
- To incorporate Equal Opportunities policy and anti-discriminatory practice

Personal and Professional Development:

- To participate in regular supervision, team meetings and annual performance review and other meetings as required.
- To be responsible for own personal and professional development, to identify training and development needs and to be willing to undertake training where a need has been identified and agreed with the line manager, to ensure that an effective service is provided.
- To maintain knowledge and keep up-to-date of change in policy, practice and relevant legislation and inform the Manager of these changes.
- To be able to work outside normal shift patterns as required to cover staff holidays/sickness
- To undertake any other reasonable duties as directed by the Manager

Person Specification:

Essential Criteria:-

- Relevant qualification (NVQ, HNC) Level 3
- Experience of delivering services to support those experiencing homelessness and leading housing and support service projects, with demonstrable knowledge of prevention and homelessness issues and trends
- Oversight of a portfolio of properties and housing management responsibilities
- Experience of managing own client caseload and producing risk assessments and support plans
- Experience of, and commitment to, promoting and implementing equal opportunities, diversity and inclusion for vulnerable people.
- Excellent organisational, administrative, planning and time management skills
- Communicate effectively verbally and written-with a wide range of people in a professional manner and develop partnerships and networks
- Have good problem solving and analytical skills
- IT competency, including Microsoft applications and internet. Use of our specialist information management system will be required for which training will be given as necessary.
- Ability to work independently using own initiative and as a member of a team, taking instruction as necessary.
- Understanding of housing law and regulations
- Full Driving License and access to a vehicle

Desirable Criteria:-

- Ability to work empathetically and respectfully with people of all ages and backgrounds
- Experience of using own initiative to lead and manage a team; reviewing progress and managing individuals to perform to agreed targets
- Skills in working with and knowledge of, the issues faced by vulnerable people, including those with a history of homelessness, substance misuse problems, mental health problems or a history of involvement with the Criminal Justice system.
- An understanding of financial management and the requirement to manage resources within set budgets
- Ability to motivate colleagues to achieve the highest standards and be a role model who promotes and is passionate about the values of the organization
- Good interpersonal skills including listening and displaying empathy
- Demonstrate a willingness to participate in developing the future of the organisation by taking on responsibilities and projects in addition to core workload