

Job Title	Deputy Housing Services Manager		
Team	Skywaves	Reports to	Housing Services Manager
Department	Operations	Location	Worthing
Direct Reportees	Y/N	Flexibility for home working	Y/N
Budget responsibilities	Y/N		

Summary of Role

The Deputy Housing Services Manager will oversee and ensure the effective operation of accommodation services, providing leadership and strategic direction to deliver high-quality support to vulnerable individuals. The role aims to create a safe, well-maintained living environment while fostering collaboration with internal teams and external agencies to meet clients' diverse needs. It also focuses on financial sustainability, promoting client empowerment, and ensuring compliance with relevant policies, regulations, and best practices. Ultimately, the role is dedicated to enhancing the well-being of residents and enabling them to achieve positive life outcomes.

Key Responsibilities

Operational

- To support development of systems, procedures and structures of the accommodation service
- To maintain effective multi-agency operational and strategic links in particular with external agencies and commissioners
- Work collaboratively with other managers/departments and actively contribute to the implementation and delivery of services
- Take the lead on referrals, assessing the suitability of the service for prospective clients, and facilitating a welcoming move in process.

Financial Management

- Assist the manager in the setting and monitoring of annual budgets, ensuring financial robustness, whilst maximising opportunities for personalised support to clients.
- Provide clear financial information to residents to promote healthy budgeting and financial inclusion, supporting the payment of accommodation costs and service charge.
- Ensure the swift completion and new letting of voids to minimise associated loss of income.

People Management

- Ensure staff are well trained and supported to work to their full potential

- Provide regular staff supervision and team meetings
- Develop a strong team spirit to provide a cohesive and consistent service
- Foster personal growth and the development of specialist skills/expertise
- Provide consistent staff cover through fair staff rotas and an adequate supply of relief workers

Quality and Performance

- Set ambitious and realistic expectations of staff performance and be resolute they are met.
- Develop outcomes/impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.
- Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
- Produce and monitor regular performance information reports for internal and external purposes.
- Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality of service provision.

Living environment

- Maintain the quality of the living environment by ensuring the premises are safe, clean and in a good state of repair, rectifying any issues promptly.
- Develop effective systems for working with clients to ensure their individual units of accommodation are kept in safe and reasonable condition balanced with their need for privacy and dignity.
- Contribute to the development of the planned and cyclical maintenance plans.

Housing Management

- Develop and implement project housing management policies and procedures which are compliant with legislation and best practice
- Ensure residents fully understand the agreements they have entered into and the housing management policies
- Assist with meeting Health and Safety requirements throughout the service

General

- Abide by all Turning Tides' policies and procedures and regulatory requirements at all times.
- Ensure all policies and procedures well embedded within your Service and that your staff abide by them at all times.
- Promote and embed a proactive approach to equality and diversity – by example and in management approach and participate in equalities impact assessment and review as required.
- To ensure that the service works with PACT on all new initiatives or changes as and when they arise.

- To be able to support the service as required, in terms of flexibility of working hours in line shift patterns.
- Undertake any other reasonable duties required by the management team.
- Always maintain the ethos and values of Turning Tides.

Specification

Candidates will be assessed based on the following criteria.

Knowledge and Experience

Criteria
Good Knowledge of welfare benefits, financial inclusion, housing and homelessness law and policy relevant to homelessness
Experience of delivering support to vulnerable people including those with complex and enduring needs
Good knowledge of alcohol, drugs and issues around addiction and relapse management as well as Harm Reduction
Experience of multi-agency working and influencing key stakeholders
Good knowledge of mental health, personality disorders and dual diagnosis
Good knowledge of effective housing management and buildings maintenance

Skills and abilities

Criteria
The ability to enable staff to motivate and inspire clients to make positive life changes
Commitment to and good understanding of equality and diversity
The ability to forge effective working relationships within a staff team
Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
Good computer literacy skills and ability to make effective use of systems