**JOB DESCRIPTION**

**Job Title:** Chichester Services Manager

**Responsible to:** Head of Operations

**Place of Work:** Across Stonepillow Chichester services

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| **Hours:**  |  37 hours per week  |
| **Salary:** | £31,371 per annum - All eligible staff will be auto enrolled into a stakeholder pension scheme.  |
| **Contract:** | 1 x Permanent  |
| **Annual Leave:** | 33 days (including bank holidays). |

**Purpose of Job Role:**

Stonepillow has successfully expanded our Chichester hostel accommodation to enable further support to the most chaotic clients within the Chichester and Arun area. To expand this provision and our current Chichester based services, we need an experienced Service Manager who has a passion for working with vulnerability and homelessness. The successful candidate will be a proven Service Manager to manage our 2 x residential psycho-social treatment service and a HomelessRecovery Community Hub, all based in Chichester.

Key to the ongoing successful development of these services will be the ability to create innovation and cohesion with other Stonepillow services and teams across our sites in West Sussex, along with the ability to create successful partnerships with other agencies utilising an asset-based approach.

The services work positively within a mindset of harm minimisation and unconditional positive regard for our clients, in order for them to establish meaningful lives within our local communities. The services do not aspire to one model of intervention, but they are trauma-informed in their approach to reducing homelessness and harm to clients lives. The ultimate goal is to see every client achieve what they want for a home and complete independence. A strong emphasis is placed on the reconstruction of relationships including the engagement with community-based services, voluntary work and the introduction of new hobbies and interests. As an organisation our model of service is Psychologically Informed Environment and Trauma-Informed Care.

You must have a real desire to eradicate homelessness. You must also have significant skills to support, coach and manage a passionate and compassionate teams while supporting the provision of high-quality supported accommodation and day hub that are integrated into the local community.

You will be responsible for assessing and delivering appropriate support, ensuring high standards of accommodation and day hub, exceptional management of staff teams, community inclusion and achieving financial targets.

The Chichester services aim to support the development of supporting clients into independent living, whereby clients become assets in their own communities through working and volunteering and giving back to others.

**Portfolio of responsibilities:**

11 bed homeless hostel for adults

12 Studio flat service – complex needs client cohort

1 Homeless Community Hub

**Main duties & responsibilities**

* Living the values of the organisation, adhering to the profile of a Stonepillow Leader while ensuring that there is clear management within the Services and that all deliver the aims of the organisation in line with Stonepillow’s Behavioural Framework.
* To provide the highest quality residential and day services to homeless or insecurely housed clients in West Sussex. The role will integrate these services with other Stonepillow services and external services to produce the best quality outcomes for our clients.
* The services provided are a mixture of intensive community interventions for clients to fewer intensive interventions with our hostels as client’s progress further into their independent lives.
* The expectation is that this is a developmental role that ensures that our Chichester Services evolve and change to suit our clients’ needs, stakeholders’ and partner organisation requests while ensuring that services are closely aligned with current best practice and Stonepillow Values.
* The Chichester services have high standards that need to be maintained and excelled in the service that ensure that the service meets clients’ needs and KPI outcomes. The service must aim to achieve outstanding rate in our peer and senior management audit inspections.
* The full HR management and operation manager role for the 2 Chichester hostels, and day hub. This includes ‘On Call’ Management cover on a rota basis.

Residential services

* Act within the role and expectations of a Service Manager, adhering to the organisations policy and procedures.
* Work to the vision for the services in line with Stonepillow strategic plan and Values
* Meet the KPI targets for the service and ensure quality of performance in line with Stonepillow Policy and procedure.
* Put clients at the heart of support and interventions to ensure quality and transparency in care.
* Adhere to multiagency working which will involve close working links with District councils, DAAT commissioning, CGL, referring providers and many external community partnerships.
* Work collaboratively with other managers within the organisation and actively contributing to the Management Team.
* Ensure the service environment is safe, clean and dynamic in line with our PIE framework and a vibrant place to live for our clients.

Hub – community service

* Provide management overview of the Hub and ensure that community space is used by appropriate community services.
* Inspire innovation and creativity in the team to ensure workshops and creative outlets for the clients.
* Ensure the Hub is a space for health and wellbeing in line with the PHE contract.
* KPI management to ensure service meets contractual obligations
* Monitor the service and the clients to ensure that they have a fulfilling service.
* Provide the community groups with flexibility, openness and ‘can do’ approach to ensure the success of the service.
* Ensure the environment is in line with PIE inspiration – clean, safe and in coproduction with the clients – a place of sanctuary.

Financial Management

* Set annual service budgets and ensure rigorous financial management
* Ensure your team member adhere to rent collection management
* Adhere to organisational budgets/financial policy and procedure for the services.
* Achieve excellent auditing results for all financial matters in services and be fiscally aware of service budget.
* Ensure transparency with expenditure and savings.

Supporting staff and team dynamics

* Work closely with the team leader to make a strong and inspiring leadership with modelling and coaching ethos.
* Ensure the teams are proactive and dynamic in their work by motivating and aspiring them to provide better care and support.
* Ensure staff are well trained and supported to work to their full potential.
* Provide regular 4 weekly staff supervision and weekly team meetings.
* Build a team where reflective practice is fundamental and embedded part of daily working practice to learn and develop team and client awareness.
* Ensure teams are dynamically daily risk assessing in line with organisational standards
* Develop a strong team spirit to provide a cohesive and consistent service.
* Foster personal growth and the development of specialist skills/expertise.
* Ensure teams, including relief and management, have up to date training on the service standards and policy and procedure.

Quality/performance management and Inform

* Set ambitious and realistic expectations of staff performance and be resolute they are met.
* Develop outcomes/impact based performance measures across Stonepillow services to demonstrate that the highest quality possible service is being provided.
* Provide system administration of Stonepillow case management systems (InForm) and ensure your team adhere to organisation policy, and staff are trained in its use.
* Ensure there is accurate and timely recording of case and statistical information on case management system (e.g., including risk and support plans).
* Produce and monitor regular performance information reports for internal and external purposes.

Client Involvement

* Develop effective client engagement activities/groups to enhance and increase client involvement in their recovery journey.
* Work with the co-production lead to ensure the voices of clients are heard within all levels of the organisation and beyond.
* Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality-of-service provision.

Volunteering

* Make the best use of volunteers (including clients) to strengthen service delivery by developing the range of volunteer opportunities that draws on the full range of talent and skills available.
* To ensure that volunteers from within the organisation are used and supported correctly within the services that ensures both volunteer and service gets the best from our volunteer sector,

**Health and Safety, Repairs and Maintenance**

* Be responsible for ensuring the team are maintaining all properties in a good and safe state of repair in line with our policy and procedure.
* Contribute to the development of the planned and cyclical maintenance plans.
* Ensure an assertive approach within the services to support maintenance, cleanliness and health and safety of service.
* Ensure the policy and procedure is adhere to and excelled for health and safety and PIE.
* To ensure that the environment of the services is kept clean, safe and maintained at all times in line with PIE goals and H&S requirements.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow’s policies and procedures and regulatory requirements at all times and in particular:
* Health and Safety
* Adult and Child Safeguarding
* Professional Boundaries
* Confidentiality
* General Data Protection Regulations
* Ensure all service policies and procedures are regularly reviewed and well embedded.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by example and in management approach
* Undertake equalities impact assessments and reviews

**General**

* Lead by example – this role is not a Monday – Friday 9am-5pm role – flexibility and the desire to work out of norm hours is essential.
* Maintain personal development including participation in supervision and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Maintain at all times the ethos, values and behaviours of Stonepillow.
* Support Head of Operations by taking direction and meeting the shared vision of the organisation.

**Key Results Areas/Success Measures**

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| **KR 1:** | **Secure outcomes for clients across portfolio** |
| Success Measure: | * Deliver high-quality person-centred, trauma-informed support services to all clients, including the promotion of a positive risk taking culture.
* Continuously monitor, audit and review performanceto ensure compliance with the law, regulation and stakeholder and contractual obligations with third parties.
* Drive service improvements and make recommendations for continuous improvement.
* Monitor all service KPIs and contractual outcomes on a monthly basis and address concerns with Service Manager/Head of Ops.
* Oversee the effective management of all referrals and allocations for services in line with the Stonepillow procedures and eligibly criteria agreed for services.
* Ensure requests for information relating to the service and clients are collected and processed to enable the provision of outcome reports to commissioners and senior management team as required, hitting deadlines as standard.
* Certify that clients are involved in the management and development of services offered and that complaints and feedback procedures are promoted and followed in services.
* Enable a culture of lessons learnt and continuous improvement is implemented within services, identifying, developing and reviewing service improvement plans and formulating action plans where necessary.
* Ensure risk assessments and action plans are implemented for all clients and regularly monitor compliance with health and safety and safeguarding policies and procedures.
* Process and hear appeals resulting from tenancy/licence actions. Identify themes and review practises ensuring appropriate preventative support provided to clients across all services in order to avoid tenancy actions and homelessness.
* Ensure Stonepillow’s policies and procedures are adhered to in services and that local procedures are in place and up to date.
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| **KR 2:** | **Maximise rental income and minimise losses by ensuring the effective management of lettings and referrals and to ensure that all staff are aware of service targets and that rental income and the management of rent arrears is performance managed.** |
| Success Measures: | * Operate within a positive performance management culture, ensuring that all financial targets are met / consistently improving with all policies and procedures being followed as standard across the services.
* Ensure that, where required, all housing management functions are undertaken and adhere to relevant legislation, regulation and guidance.
* Certify that Service Managers and support staff effectively manage lettings as well as enabling clients to manage rent accounts whilst developing budgeting skills.
* Ensure that void management is effective via robust performance management
* Maintain a detailed knowledge of number of voids at each service via weekly void audit including detail about voids and end date.
* Ensure that Service Budgets are within target and proactive action is put in place to manage overspend.
* Hold arrears KPI meetings monthly with Service Managers/Head of Ops to investigate arrears / bad debt and check that policy has been followed. Address and monitor performance management of those staff who are not following policy.
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| **KR 3:** | **Lead an empowered and skilled staff team ensuring a competent workforce across all services through the recruitment, management and development of staff.** |
| Success Measure: | * Ensure direct reports and staff teams’ access/undertake training to support them to deliver high-quality support to clients.
* Identify all learning and development needs in staff. Ensuring these needs are met organisationally by feeding back appropriately to the Head of Ops and HR; and locally, by providing informal support and structured planning.
* Demonstrate an ability to deliver training within services and across the organisation.
* Ensure that staff performance is monitored in accordance with Association policies and procedures and that corrective action is taken where necessary.
* Set clear expectations, use appropriate delegation and encourage attitudes of empowerment within services. Encourage upward feedback from staff and effective, open & honest communication across area of function.
* Keep the design and configuration of services under regular review and propose changes as required to reflect gaps in service provision or changes in the commissioning environment.
* Ensure appropriate staffing levels in accordance with contractual requirements. Set and approve operational staff rotas for services.
* To contribute towards operational service development & positively guide teams and services through periods change. Project managing new service developments.
* With Head of Ops, be responsible for conducting disciplinary investigations, probationary reviews and hearings in own and other patches as appropriate.
* Ensure formal capability process is actioned by Service Managers to address performance issues.
* Ensure Service Managers are positive role models for Stonepillow values and the wider Stonepillow initiatives and strategy is embedded in service delivery.
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| **KR 4:** | **Be accountable for service budgets and act as cost centre manager for services within portfolio** |
| Success Measure: | * Evidence a proactive approach to budget management across all services.
* Take overall accountability for the monitoring and management of service budgets, ensuring spending is within agreed budgets, continuously identifying efficiencies, reporting on variances and taking corrective actions.
* Contribute effectively to budget drafting and reviews.
* Carry out monthly budget reviews with finance as standard.
* Adhere to financial processes and a genuine commitment to financial viability.
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**Other Tasks/Success Measures**

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| **Task 1:** | **Prepare and provide high quality professional reports for internal and external stakeholders as part of an ongoing schedule of requirements, and specific reports when requested, in a timely manner.** |
| Success Measure: | * Demonstrate excellent report writing skills that outline areas of high service delivery and that effectively action plans areas where improvement is needed.
* Be responsive to senior leadership requests for information and data.
* Understand the strategic and operational aims and objectives in reporting.
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| **Task 2:** | **Ensure clients in the region participate actively in the social life in Services, seeking their views and, where appropriate, involving them in the formulation and delivery of services.** |
| Success Measure: | * Evidence collaboration with Stonepillow activities and initiatives and flourishing client involvement in all services.
* Take ownership for an active participation plan and satisfaction survey improvement plans across the pathway are in place and worked toward.
* Leadership in collaborative approach with our services and with clients
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| **Task 3:** | **Ensure that all clients are safeguarded against exploitation whilst ensuring that services are compliant with relevant data confidentiality legislation.** |
| Success Measure: | * Ensure services within patch are compliant with all safeguarding legislation, GDPR and data protection regulation.
* Certify that staff are fully conversant in safeguarding practice and services respond appropriately to safeguarding risks and incidents.
* Safeguard team members though proper relationship and professional boundaries with clients.

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| **Task 4:** | **Ensure that premises are maintained to a high standard and meet all legal and statutory requirements to operate safely, effectively and efficiently.**  |
| Success Measure: | * Ensure the maintenance of excellent building standards within the services.
* Demonstrate close and effective liaison with CEO and Head of Ops as well as associated Registered Social Landlords.
* Be a proponent to PIE and the values it holds with regards to the building and environment.
* Develop proactive team response to cleanliness, DIY and service improvements.
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| **Task 5:** | **Carry out any other reasonable requests by management, consistent with the nature and grade of the role.**  |
| Success Measure: | * Demonstrate a proven desire to work within the values and ethos of the organisation.
* Become a part of the leadership team with a ‘one team approach’ outlook.
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This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

**Appointment to this position is subject to satisfactory enhanced disclosure via the Disclosure & Barring Service.**