**JOB DESCRIPTION**

# Job Title: Community Services Manager

**Responsible to:**  Director of Operations

# Place of Work: Across Stonepillow services Chichester & Arun

**Purpose of Job Role:**

The Community Services Manager plays a key role in the leadership of the outreach and day hub teams that support our homeless clients across Chichester and Arun. The role provides oversight and operational direction for community services.

A key part of the role is to lead on quality and performance and to ensure the teams adhere to the varied contract requirements along with the support of the Information and Compliance Manager. Effective work with partner agencies is critical to the success of the role and the various services that it manages.

Additionally, the role includes supporting the decision making process in relation and internal referral pathways including into Stonepillow specialist services. This also includes the review of complex clients; those who are at highest risks to themselves or from others and whose presentation makes them challenging for our frontline staff to support.

**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 the strategy.
* To provide the highest quality outreach 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.
* Using a person-centered model and Trauma-Informed approach, work directly with those in our services in a positive, proactive and assertive way to ensure our services work meaningfully in order to relieve homelessness and prevent cyclical rough sleeping or entrenchment.
* Promoting a vibrant and creative culture with an uncompromising commitment to excellence and fully integrated support and development services, reflecting the needs of those accessing the service.
* The services provided are a mixture of intensive community interventions for clients to fewer intensive interventions within our hubs as clients develop sustainable independence.
* The expectation is that this is a developmental role that ensures that our hubs and outreach 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 Community Outreach 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 and where necessary develop and implement service improvement plans.
* Work with external commissioners and partner agencies to design and deliver effective interventions that create sustained pathways out of homelessness and increase engagement with services.
* Create innovative and inclusive services that support clients within a holistic approach. This includes motivating and developing team members to facilitate group work, creative sessions, and to expand services offer to clients by inviting professionals and partners into services.
* To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits. To be engaged in professional development and personal development in the area of housing and homelessness.

**Outreach services**

* Act within the role and expectations of a service manager, adhering to the organizational policy and procedures.
* Work to the vision for the services in line with Stonepillow strategic plan and Values
* Meet the KPI targets for the services 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 working alongside the Community Inclusion Coordinator.
* Effectively work with other agencies involving close working links with district councils, CGL, referring providers and many external community partnerships.
* Work collaboratively with other managers within the organisation and actively contributing to the management team and ‘one-team’ approach.
* Ensure the service environment is safe, clean and dynamic in line with our trauma-informed.

**Day Hubs**

* 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 hubs are a safe space for health and wellbeing in line with our trauma-informed policy.
* Monitor KPI compliance and work with commissioners to ensure services meet contractual obligations.
* Ensure that the clients’ voice is captured across all services and that action is taken to incorporate feedback so that the service is more responsive to need.
* 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 our trauma-informed policy – clean, safe and in co-production with the clients.

**Ex-Offender (AFEO) Support and Resettlement service**

* Provide an ex-offender resettlement service with the aim to reduce rough sleeping and reoffending by supporting ex-offenders into the private rented sector and independence supporting them to become tenancy ready to ensure they are able to successfully maintain accommodation, and thrive in their local community upon their release.

**Housing First**

* Provide support for clients with multiple and compound needs to access longer term accommodation solutions to meet their needs and achieve sustainable outcomes.

**Financial Management**

* Ensure rigorous financial management of annual financial budgets
* Ensure your team members adhere to Stonepillow’s financial processes
* Adhere to organisational budgets/financial policy and procedure for the services.
* Achieve excellent auditing results for all financial matters in services.
* Ensure transparency with expenditure and savings.

**Quality Performance Management and Inform**

* Set ambitious and realistic expectations of staff performance and be resolute that they are met.
* Manage new audit approach and performance monitoring for the organisation.
* 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.
* Produce an individual tailored improvement plans with, team leaders and support workers to develop their evidence-based practice and performance.
* Performance monitor to contractual obligations in line with KPIs.

**Client Involvement**

* Develop effective client engagement activities/groups to enhance and increase client involvement in their recovery journey.
* Work with the Community Inclusion Coordinator 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 managed and supported correctly within the services so that all involved achieve good outcomes and feel valued.

**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.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Quality Assurance Policy
  + Adult and Child Safeguarding
  + Professional Boundaries
  + Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* Ensure all service policies and procedures are regularly reviewed and well embedded and coproduced with clients and team members.
* Play an active part in the development and implementation of organization-wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.
* Active involvement and creation of equality and diversity practices.

**General**

* Maintain personal development and career aspirations including participation in 1:1 supervision with your line manager, appraisals, reflective practice and training.
* Participate on ‘On Call’ management cover on a rota basis.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Creating and/or sustaining positive working environments, recognising achievements and celebrating successes
* Maintain at all times the ethos, values and behaviours of Stonepillow

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. A valid driving license and daily access to car are required for this post.**