

YOUR JOB



Job	Team Manager
Your manager	Area Operations Manager
Your staff	Assistant Manager(s) and Support Staff

Job Purpose

- To lead and manage our local support service and staff
- To ensure that our services run safely, smoothly and effectively and that client work is underpinned by safeguarding and the promotion of their wellbeing
- To embed a coaching culture into your day to day support of staff and work with our clients
- To deliver high-quality services within the agreed budget and ensuring contract compliance.

Responsibilities

- Manage the local team ensuring that your project is run in an appropriate, safe and effective way in line with our policies and practices and maintains high standards at all times
- Procure properties ensuring compliance with the Procurement Policies and Procedures
- Ensure properties meet high standards, and run them in an appropriate, safe and effective way
- Ensure staff carry out all work in line with our policies and procedures
- Lead, manage, develop and motivate staff. Carry out regular supervision, appraisal and training to get the best for and from each person in line with our competency framework
- Lead on implementing our Staff Wellbeing Strategy for your project and embed the culture of a Mindful Employer across the organisation as part of the wider management team
- Ensure clients safety and wellbeing at all times in line with policy and procedure

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- Run our services so that they meet or exceed all the requirements set out in local authority contracts and individual service agreements, including attendance at monitoring meetings
- Monitor and report on our performance, and produce timely and accurate information to support decisions and changes
- Be involved in and support the development of best practice across all of our services
- Represent us at inter-agency forums, networks and initiatives
- Assist the Area Operations Manager to generate and secure new business and opportunities for growth
- Cover for other team managers as and when required
- Take an active part in the wider management team
- To be part of the backup manager rota
- To cover the team roles and on-call rota as required
- Follow the Lone Working Policy and ensure your staff team are working safely as per the procedure
- Act as a buddy and support the Area Operations Manager to induct new staff members
- Support other teams when requested and travel to other areas as required
- Attend training as required and complete QCF level 5
- Any other duties in line with the above, as reasonably required.

Key Competencies

We are looking for people who have:

Essential

- An understanding of and commitment to manage and provide high-quality services and customer care
- Experience of and/or clear ability to lead, manage and develop staff as individuals and as a team
- A full understanding of the safeguarding responsibilities as a manager and the ability to identify and assess safeguarding risks

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- A proven track record of working positively and successfully with vulnerable young people or the ability to demonstrate skills from an associated field
- Excellent emotional resilience in working with challenging behaviours; be able to set boundaries, to challenge appropriately, and to manage conflict constructively
- the ability to resolve problems in a sensitive and creative way
- Experience of and/or clear ability to negotiate with partner agencies and enforce standards
- A flexible attitude towards working in a small team where covering for and supporting colleagues is essential
- An excellent understanding of and commitment to equality, diversity and fairness
- A good level of numeracy
- Excellent written and verbal communication skills
- A good level of computer and technology literacy across a range of packages
- Knowledge and understanding of the law, legislation and other initiatives affecting young people and young people leaving care
- An understanding and experience in supporting service users to claim benefits and apply for housing
- A valid driving licence and permanent use of a suitable vehicle
- A positive attitude, energy and initiative
- A sense of fun and humour

Desirable

- At least three years' experience of working positively and successfully with young people in care, with complex needs
- Experience of Trauma-Informed Care (TIC) and working in a Psychologically Informed Environment (PIE)
- At least three years' experience of managing shared and supported housing properties
- The ability to produce and analyse statistical reports and financial information
- the ability to complete basic property maintenance tasks