



Job Title: Senior Manager Supported Living

Grade: Y8

Reports To: Assistant Director Support Services

Responsible for: Supported Living Team

Key job element

Lead a team who manage the contractual arrangements between third party care and support providers, Your Homes Newcastle and Newcastle City Council.

Manage Your Homes Newcastle's portfolio of "accommodation based" housing support, which provides services to a customer group with wide and varied levels and types of vulnerability.

Prevent homelessness and admission to care and/or health services and contribute toward achieving inclusive housing solutions across the city by working in partnership with Newcastle City Council, Health agencies and Community organisations.

Working to Service Level Agreements and service specifications: manage, support and develop "Supported Living Team Leaders" to deliver front line services via formal support plans to vulnerable clients such as (but not exclusive to) young people (including Care Leavers), people with care and/or support needs and people with learning disabilities.

Be responsible for all aspects of the safe day to day management of the buildings and project/scheme living arrangements and service design of the supported housing model.

Manage performance levels in relation to rental income and void management.

Deliver a service that meets the highest professional and legal standards (including Safeguarding and Equalities) and support the Assistant Director of Supported Services to instil these standards within every aspect of Supported Living service provision.

Manage and develop individuals fairly and respectfully in line with YHN values, standards and organisational goals.

Manage and develop internal and external relationships to create opportunity for growth in the YHN service offer and quality of provision

A well organised and enthusiastic leader, with proven verbal and written communication skills; able to present reports to senior management, committees and other interested stakeholders.

Person specification

This area focuses on skills/ knowledge required in the role.

Essential Criteria

- Educated to degree level or can evidence working experience that demonstrates a level of knowledge and application of knowledge that would satisfy a graduate standard.
- An experienced manager of excellent service provision to vulnerable people, delivered within an accommodation based environment.
- Suitability to work with vulnerable client group
- A thorough working understanding of contemporary issues, policies and practice relating to accommodation based supportive living.
- Experience in delivering operational actions, identifying gaps in delivery and taking a lead on service improvements to ensure a high quality service to all customers.
- Experience of working within regulated services and delivering appropriate responses to legislative and regulatory guidance and change.
- Extensive experience of effectively leading, managing and motivating individuals and teams by achieving and monitoring performance ensuring the delivery of corporate targets and objectives.
- Highly developed organisational skills, able to plan, prioritise and think clearly and decisively within a pressurised environment.
- Budget management experience.
- Able to manage and develop individuals fairly and respectfully in line with YHN values, standards and organisational goals.
- Able to and develop internal and external relationships to create opportunity for growth in the YHN service offer and quality of provision.
- A well organised and enthusiastic leader, with proven verbal and written communication skills; able to present reports to senior management, committees and other interested stakeholders.
- A working, relevant understanding of safeguarding and health and safety requirements relating to accommodation management.

Desirable Criteria

- Ability to work with a vulnerable client group
- Possesses and maintains a valid driving licence and is willing to drive as required for the role.

All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

PROTECT - INTERNAL USE ONLY

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change.

Be energetic – making every day count

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude.