



Job Title: Support and Progression Manager

Grade: Y6

Reports To: Senior Manager Support and Progression

Responsible for: Support and Progression Team

Key job element

Lead a team to deliver a floating support service to vulnerable residents across the city, including contracted support services for Syrian Interpreters and Afghani Refugees. Providing support when setting up a new tenancy and/ or sustaining tenancies for established tenants.

Working to Service Level Agreements and service specifications, supervise and develop a team of Support and Progression Workers, to deliver front line services via formal support plans to vulnerable clients.

Provide the Support and Progression Workers with appropriate guidance and training to assist in the resolution of more complex cases.

Deliver advice and support to vulnerable client groups, including the provision of benefit and debt advice

Maintain a service that meets the highest professional and legal standards (including Safeguarding and Equalities) and support the Senior Manager Support & Progression to incorporate these standards within every aspect of Support and Progression service provision.

Person specification

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

Essential Criteria

Demonstrable experience of delivering support services to vulnerable customers

Suitability to work with vulnerable client group.

A thorough working understanding of contemporary issues, policies and practice relating to floating supported housing delivery.

Demonstrable experience of delivering service improvements to achieve and maintain efficient, safe, exemplary services to customers within a domestic housing environment.

Relevant degree and/or professional management qualification or qualified by experience to an equivalent level.

Experience of working within regulated services and delivering appropriate responses to policy and environmental change.

Experience of delivering outcomes and evidence relating to supported housing projects within a contractual arrangement defined by service specifications and requirements.

Demonstrable experience of working to Safeguarding and Health and Safety policy and legislation,

specific to the supported housing environment.

Proven verbal and written communication skills; able to produce and present Board level reports and deliver presentations to a wide range of audiences including senior management, committees and other interested stakeholders.

Desirable Criteria

Extensive experience of effectively leading, managing and motivating individuals and teams by achieving and monitoring performance ensuring the delivery of corporate targets and objectives

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:

- 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.