



**Your Homes  
Newcastle**

**HR reference only: A3707**

**Job Title:** Supported Living Manager

**Grade:** Y6

**Reports To:** Senior Manager Supported Living

**Responsible for:** Supported Living Team

### **Key job element**

Lead a team to deliver accommodation based support, working closely with specialist external organisations to ensure individual care needs are met.

Working to Service Level Agreements, supervise a team of workers to deliver front line services into accommodation models 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.

Implement and respond to all protocols designed to deliver and maintain safe accommodation and living arrangements for residents within supported housing developments.

Maintain services that meet the highest professional and legal standards (including Safeguarding and Equalities) and support the Senior Manager Supported Living to incorporate these standards within every aspect of the Supported Living Service delivery.

Lead and support a team to achieve performance levels in relation to rental income and void management.

### **Person specification**

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

#### **Essential Criteria**

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

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environmental change.

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

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.