

Post Title: Projects Manager – Monmouthshire

Responsible to: Contract & Quality Assurance Manager (CQAM Gwent)

Purpose of job: To oversee all aspects of service delivery. To ensure the highest possible service is provided to all individuals supported, funders & partnership agencies.

This is a varied role working across 2 departments within Llamau – Young People's Services and Domestic Abuse Services.

You will be supporting teams to deliver housing related support to vulnerable individuals aged 18 and over, with the following projects currently in the portfolio for this role:

- Tenancy Support (floating support)
- Assertive Outreach (rough sleepers and emergency housing needs)
- Domestic Abuse Floating Support
- Housing and Wellbeing support
- Youth Outreach (floating support)

Hours: 35 hours per Week - flexible to meet the needs of the service

On call: Required to be part of the second tier on call rota, including telephone and in-person support.

1. Main Duties

Staff Management

1. Work in partnership with all colleagues to maintain a high quality service that reflects the culture, values and principles of Llamau whilst incorporating the demands of funders and those supported.
2. Provide effective reactionary support, advice and guidance to colleagues alongside regular support and supervision, and ensuring staff attendance at reflective practice sessions, local and organisational team meetings.
3. Give staff appropriate advice, guidance and support when dealing with risk and safeguarding concerns.
4. Manage and record annual leave approvals & sickness absences & return to work, for line-managed colleagues.
5. Apply Health & Safety procedures in line with Llamau policies for all relevant workplaces and work practises, in partnership with colleagues, and the Health & Safety Co-ordinator.
6. Ensure all relevant colleagues conduct their duties within best practice frameworks including psychologically / trauma informed practise, showing kindness and compassion at all times.
7. Ensure all colleagues receive training within Llamau's matrix, and as required for effective job performance.
8. Ensure all new colleagues have a full organisational induction

9. Ensure that appropriate hand-overs occur when colleagues are due to take / have been away from work e.g. annual leave / sick leave.
10. Ensure that all returns are clear and accurate prior to submission to HR, Payroll, Monitoring and Evaluation
11. Ensuring appropriate cover for all projects (including on call) to ensure effective service delivery, managing requests for time off to support this.

Service Delivery

1. To monitor service performance of projects in line with project action plans & funding requirements, in partnership with the Contract & Quality Assurance Manager.
2. Ensure that the team's caseload is managed and monitored appropriately.
3. Manage referrals via the Locata Gateway, allocating for assessment in line with contract requirements, and ensuring that urgent / emergency needs can be addressed, avoiding escalation of risk or hardship for the individual.
4. Ensure appropriate risk assessments and risk management procedures including safety planning are put in place, and that safeguarding concerns and referrals are acted on appropriately and swiftly, including MARAC, MAPPA, child and adult safeguarding processes.
5. Liaise with all relevant statutory and voluntary agencies to build / sustain the links necessary for the effective operation of the project(s).
6. Ensure all line managed staff complete monitoring statistics/returns (as requested) to deadline for monitoring purposes.
7. Complete regular file and case management audits across all service areas, & observe practise to ensure consistency of service delivery.
8. Ensure all colleagues work closely with local agencies including colleges, training providers, YOT / Probation, Social Services, Police and sector partners.

Finance

1. Ensure all authorised spending is within budget.
2. Liaise closely with CQAM when ordering or authorising expenditure.
3. Ensure petty cash systems, spend approvals, travel expenses etc, are submitted to deadline.
4. In partnership with CQAM & Head of Service, ensure monitoring returns required by funders is completed, checked and submitted on time.
5. Ensure staff give appropriate money guidance (not advice), and ensure income maximisation for individuals supported

Liaison with external Agencies

1. Represent Llamau at meetings as agreed with the CQAM
2. Attend local partnership and commissioner meetings.
3. Ensure positive and appropriate promotion of the range of Llamau's services in each area.
4. Participate in local sub groups representing the wider sector as agreed.

General Duties

1. Participate in regular Support and Supervision with the designated CQAM, and reflective practise sessions with the team and Llamau's Clinical Psychologist.
2. Participate in team meetings, full organisational team meetings and Operational Management Team meetings.
3. Adhere to, and ensure all line managed colleagues adhere to all policies of Llamau.
4. Undertake any other duties as may be reasonably required by your CQAM, Head of Service Delivery & Quality Assurance, Operational Director, Deputy Chief Executive, or the Chief Executive.
5. Ensure quality housing related support is provided at all times, in line with policies, procedures and legislative requirements.

Terms and Conditions

Working Hours: 35 hours per week plus on call rota.

Project Managers take part in the '2nd tier' On Call rota across Llamau. Providing On Call support and advice for 1st Tier On Call, with issues and emergencies they may need to deal with. This may require providing some shift cover / out of hours project attendance where alternatives are not possible. Frequency for this aspect of the role is roughly 1 week in 5/6 currently.

Salary: £27,297.60

Annual Leave: Based on a five-day working week, for your first year, you are entitled to 5.2 weeks (equivalent to 26 days) paid annual leave (pro rata), plus Bank Holidays. You will be awarded an additional 0.2 weeks (1 day) for every year of service thereafter, up to a maximum of 6.6 weeks (33 days total).

Part-time staff and those who normally work a different pattern to that referred to above will receive a pro rata entitlement to leave which will include Bank Holidays.

Pension: We will automatically enroll you into the Pension Scheme when you meet the criteria for auto-enrolment and after you have been employed by us for three months. Llamau Ltd contribute 3% of your salary with an employee contribution of 5%*. Contributory Group pension is available after a satisfactory qualifying period of 12 months of service. Llamau Ltd will then contribute 8% of your salary with an employee contribution of 2%.

ESSENTIAL	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of line management in a support environment. • Experience of managing teams supporting individuals with a wide range of support issues, including: mental health; domestic abuse; offending; substance misuse; childhood trauma; being care experienced etc. • Experience of working with a focus on psychologically & trauma informed practise.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of housing and homelessness issues relating to young people / vulnerable women / those impacted by domestic abuse / individuals with a complex mix of needs. • Knowledge of risk management measures and safety planning with individuals affected by abuse
SKILLS	<ul style="list-style-type: none"> • Experience of supporting teams to engage people with complex needs and experience of trauma, who struggle to engage. • To co-ordinate and effectively manage a diverse team. • Experience of creating and fostering a team spirit in a constantly changing environment, and use of reflective practise. • Experience of undertaking decision making in a sensitive and consultative manner that is consistent with an organisation that considers the opinions of all colleagues to have validity. • Computer skills including use of MS Word, Teams and Outlook (e-mails) & case management systems e.g. PANCONNECT. • Understanding the needs of partner agencies and commitment to meeting those. • Experience of communicating effectively and appropriately with those supported, colleagues and professionals alike in both written and verbal forms. • Experience of liaising effectively with partner agencies to ensure that there is smooth and consistent service delivery.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Positive attitude towards people with support needs & risk issues. • Experience of working on own initiative and in partnership with other senior team members. • Willingness to cover for project staff in their absence and undertake any reasonable duty that is necessary to the smooth running of the organisation.
OTHER	<ul style="list-style-type: none"> • Understanding of and commitment to working within the ethos of Llamau and a trauma informed support framework. • Driving licence and access to a car.
DESIRABLE	
EDUCATION	<ul style="list-style-type: none"> • -Educated to Diploma level or equivalent (QCF Level 2 or 3). • IDVA or equivalent qualification, or committed to attending service manager training in line with the NTF
EXPERIENCE	<ul style="list-style-type: none"> • -Experience of successful staff management and supervision • -Experience of successfully liaising with a variety of agencies
KNOWLEDGE	<ul style="list-style-type: none"> • -Ability to understand and work within budget restrictions