

Role Profile

Supported Housing Lead

Base Location: Trafford House /Agile

Responsible to: Director Independent Living

Responsible for: Supported Living Services

Purpose of the Post

You will lead and manage the supported living teams, ensuring high-quality housing management, support services, and care defined supported housing needs for tenants. This includes overseeing staff, ensuring compliance with policies and legislation, implementing and overseeing contracts with providers, implementing the vulnerability policy, and serving as the Adult Safeguarding Lead Champion to safeguard tenants.

As the Supported Housing Lead, the postholder will be responsible for collaborating with growth and development department and working with commissioners and providers to create and implement new services for supported living.

Core Responsibilities

- To lead the day-to-day operations of supported housing team, ensuring that they run efficiently and meet the needs of residents and commissioners.
- To ensure Agents and Providers comply with all relevant regulatory, contractual obligations, including health and safety, compliance and welfare requirements.
- To oversee tenancy management, rent collection, and ensure properties are well-maintained within the supported living services
- To oversee and maintain the Group's asset liabilities register, ensuring it includes up-to-date contracts, service level agreements, leases, and any arrangements with partners involved in supported living services. This will be done in collaboration with the contract coordinator.
- To develop, implement, and review policies and procedures to align with best practices in housing management and supported living.
- To lead the development, training, implementation, review and monitoring of the Groups vulnerability policy, ensuring that the needs of residents with defined needs are addressed.

- To act as the Adult Safeguarding Lead Champion, providing assurance to the Director Independent Living by providing regular reports and producing annual assurance reports. To liaise with local authorities, social services, and other safeguarding bodies to manage safeguarding cases and ensure multi-agency collaboration.
- To work closely with the Homes and Finance teams to create and implement new or refurbished specialist support accommodation projects and properties. This will be done in synergy with commissioners, providers, and by representing the views of clients, customers, and tenants.
- To work with partners and agents to ensure regulatory returns are provided in a timely manner for Group to meet the regulator deadlines.
- To work closely with finance and partners/agents to provide up to date rent and service charge information for the annual rent changes ensuring deadlines are met
- To facilitate resident involvement, ensuring customer voices are taken into account in decision-making processes about the management and improvement of supported living/ housing services.
- To participate in complex needs and risk assessments and support reviews where required.
- To participate and lead on internal or external Audit related to supported living services
- To develop and innovate supported living services by improving systems that positively impact both the team and customers.
- To cover as per agreed rota as part of on call management rota for out of hours escalation
- To make sure all policy and procedures are kept updated and reviewed in line with Groups requirement taking into account current practices and legislation/regulations.

Management Responsibilities

- To provide effective leadership and to motivate team members to achieve high levels of performance and customer satisfaction.
- To lead, support and coach colleagues and to conduct quarterly coaching conversations ensuring appropriate training and qualifications are in place.
- To conduct regular team meetings and brief team members on all corporate communications.
- To implement People & Talent policies and procedures in relation to the management of the team, including recruitment and induction, managing attendance and employee relations.
- To deliver and support organisational change programmes and initiatives, actively engaging and maintaining effective communication and promoting wellbeing.
- To ensure that the team works closely and collaboratively with all other teams and areas.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

Person Specification – Supported Housing Lead

A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
Relevant qualifications in Housing, Social Work, or a related field (e.g.CIH Level 4 in Housing Management).		E	A/C
Evidence of ongoing professional development.		E	A/I
Management or leadership qualification.		D	A/I
Safeguarding training and/or qualifications.		D	A
Experience and Track Record			
Proven experience in managing or leading supported housing services or working in a similar role within a housing association or related field.		E	A/I

Experience working with vulnerable client groups (e.g., people with mental health needs, homelessness, substance misuse, or domestic violence).	E	A/I
Demonstrated success in managing teams and delivering high-quality housing and support services.	E	A/I
Experience in handling safeguarding concerns and compliance with regulatory standards.	E	A/I
Experience in multi-agency working (e.g., with local authorities, social services, or health services).	D	A/I
Experience in managing budgets and contracts.	D	A/I
Knowledge and Skills		
In-depth knowledge of housing legislation, particularly around supported housing, welfare benefits, tenancy management, and safeguarding	E	A/I
Understanding of the challenges and needs of vulnerable clients and how to design services that meet their needs.	E	A/I
Knowledge of health and safety regulations related to housing, including risk assessments.	E	A/I
Experience of using IT as an analytical and management tool	E	A/I
Awareness of policy developments in social housing and supported housing.	D	A/I
WOW Customer Service Standards		
Demonstrate effective communication skills with a range of people ensuring delivery is professional.	E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.	E	A/I
Show respect to all internal and external stakeholders.	E	A/I
Take accountability to serve the customer in the required service level agreement.	E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.	E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
Personal Characteristics		
A commitment to the values of the MSV Housing Group, particularly around providing high-quality support to vulnerable people.	E	A/I
A person-centred approach, with empathy and the ability to work effectively with diverse client groups.	E	A/I
Resilience and adaptability in a challenging and changing environment.	E	A/I

Integrity, with a commitment to equality, diversity, and inclusion.	E	A/I
Full driving license and access to a vehicle to travel across North West	E	A/I
Ability to work flexibly, including occasional evening or weekend work as required.	E	A/I