

## JOB DESCRIPTION

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<b>Job Title:</b>	Service Manager – NSNO Great Guildford Street Staging Post
<b>Directorate:</b>	Pan & Central London and Street Homeless Service > Pan London Street Homeless Services
<b>Location:</b>	Southwark, London
<b>Reporting to:</b>	Head of Pan London Rough Sleeping Services and Prevention
<b>Responsible for:</b>	x2 Deputy Managers, x 2 Case Coordinators, x10 Assessment and Reconnection Workers, x6 Night Assessment Workers, x1 Housing Management Assistant, x2 cleaners. NB: The Service Manager is not responsible for the direct line management of all staff listed.

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### PURPOSE OF THE JOB

To lead the team at No Second Night Out (NSNO) Great Guildford Street Staging Post. Supporting, motivating and managing a team comprising of a Deputy Managers, Coordinators and a team of front-line staff (as listed in 'responsible for'). To work closely with and escalate where needed local authorities, other housing providers, landlords and charities to identify and improve pathways out of rough sleeping.

### KEY RESPONSIBILITIES

#### Personnel/Management

- Continually develop a high performing team and monitor service performance against agreed service Key Performance Indicators (KPI's).
- To provide regular support and supervision to Deputy Managers, Coordinators and an agreed number of Assessment and Reconnection workers and other front-line staff.
- To support the Deputy Managers to draw up, regularly review, modify where appropriate and implement workable staff rotas that ensure provision of a 24 hour, 7 days a week service.
- To be responsible in the first instance for all disciplinary and grievances matters concerning project staff.
- To keep accurate records of staff leave and sickness. To authorise requests for annual leave and time off in lieu and manage sickness absence in line with St Mungo's policy and to ensure that any time off is taken to facilitate the smooth running of the project.
- To work with Deputy Managers to identify staff training needs and make recommendations for team and individual staff training.
- In conjunction with the NSNO management team to design and deliver up to date Assessment and Reconnection training to new starters, staff in other St Mungo's services and externally
- To ensure that team briefings and meetings are regularly held regularly, minuted and fully attended

## **Project Management (including finance)**

- Provide safe, effective, and psychologically informed environment, including the provision of resources such as IT equipment.
- To ensure policies and procedures are in place for the effective running of the service.
- Budget management and budget setting in collaboration with Service Head and Finance Business Partner.
- To ensure that financial procedures are maintained at all times in accordance with St Mungo's procedures, including monitoring the use of petty cash and Alto card spend
- To authorise expenditure and act as a cheque signatory within agreed limits

## **Service delivery**

- To continually monitor the service performance against service KPI's, flagging any areas of concern and implementing plans to improve service delivery.
- To support the Deputy Managers and Case Coordinators in developing and maintaining high quality personalised case management systems to aid rapid move on from the service.
- To maintain up to date knowledge in all areas of reconnection, including but not limited to housing law, welfare rights, eligibility and entitlement, immigration law, substance misuse, mental health, local authority guidance and pan London developments in homelessness provision.
- To provide clear leadership to ensure staff are working firmly and persuasively with individuals to explain the role of the service and the benefits of reconnection.
- To ensure that monitoring and evaluation regularly takes place and that statistics are kept up to date, including service offers entered clearly onto CHAIN.
- To ensure appropriate high level client advocacy is provided to local authorities, adult social services departments and other agencies to support client reconnection; and to capture themes and barriers for wider policy and influencing work by NSNO
- Contribute and lead on the formation and review of local and service wide policies and procedures e.g. Solid Foundations.
- Ensure that all client complaints are dealt with within the St Mungo's time frames fairly and efficiently
- Supporting the Deputy Managers to ensure effective health and safety and building management procedures are in place and followed by all staff.

## **Internal communication and liaison with outside agencies**

- To develop and maintain close relationships and working protocols with external partner services and local authorities to enable the service to meet agreed objectives and improve service outcomes.
- To be responsible for good and effective liaison with outside agencies including the police, social services and other statutory and voluntary agencies and delegating this work where appropriate.
- To successfully negotiate with Local Authorities and other stakeholders to achieve the aims of the service.

- To work as part of the NSNO Management team to ensure good communication, coordination and consistency of practice, approach and development across NSNO.

## **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the management team and division as necessary.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Service Manager - NSNO

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Use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where possible you should provide examples that demonstrate how you meet the essential requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

**Experience, Skills, Knowledge and Abilities – required for application form:**

1. Experience of leading a service delivery team in either a supported housing, advice, homelessness, care or other relevant environment.
2. Experience of assessing client needs and options and of personalised case management.
3. Experience of delivering best practice and high quality support or advice services to vulnerable clients, including clients with complex needs.
4. Knowledge and understanding of the housing and support needs of rough sleepers, the benefit of reconnection and the ability to translate knowledge into good practice.
5. The ability to work in a fast paced, high pressured environment, with multiple competing priorities and to quickly adapt to new situations.

**The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:**

6. The ability to network, liaise, negotiating and influence effectively with outside agencies.
7. The ability to undertake computerised accounting, produce financial reports and collate and interpret financial and statistical information.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Years Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas, improvement and change.</li> <li>• Handles situations and problems with innovation and creativity.</li> <li>• Shows commercial and financial awareness.</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership.</li> <li>• Shows self-awareness.</li> <li>• Works well with other people.</li> <li>• Collaborates and networks effectively internally and externally.</li> <li>• Shows sound communication and influencing skills.</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements.</li> <li>• Able to think strategically.</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.</li> <li>• Has good writing skills at the level required for the job.</li> <li>• Plans, organises and manages time well.</li> <li>• Demonstrates compliance and accountability.</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities.</li> <li>• Is client and customer focused.</li> <li>• Aware of own level of cultural competence and proactively seeks to develop.</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li>• Builds a high performing team.</li> <li>• Provides staff with clear direction and support.</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team.</li> <li>• Manages the operational aspects of their function efficiently.</li> <li>• Implements plans, strategies and services effectively.</li> <li>• Actively contributes to service growth.</li> </ul>