

# Job Title: Senior Supported Housing Manager – Older Persons

**Role Purpose:** To directly manage the Housing Support Service for older persons in Catalyst London and assist the Service Manager with the leadership and strategic direction of Retirement Homes.



## ABOUT THE ROLE

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

You will be responsible for auditing, monitoring and investigating the performance of services in the region against key performance indicators and contracts. Recommending improvements and ensuring solutions are implemented.

### In particular:

- To develop and maintain an understanding of the needs of service users and of the operating environment.
- To assist in the review of policies as appropriate.
- To ensure prompt and accurate submission of invoices and statistical returns.
- To work in partnership with external agencies in establishing and maintaining optimum levels of funding to support the maintenance and development of service provision.
- To ensure the provision of effective advice and support for service users on access to welfare benefits liaising with external agencies as appropriate.
- To ensure that support service delivery and performance are managed and monitored in accordance with internal policies and procedures, service standards, statutory regulations and relevant codes of practice.
- Multi agency liaison and developing partnerships with key stakeholders.
- To ensure assessments for support planning and financial assessments are completed, reviewed and updated in accordance with relevant procedures. Ensure that regular liaison takes place with stakeholders to ensure individual service user's support needs are met.
- To ensure accurate records are maintained in compliance with internal procedures, regulatory and third party requirements (e.g. Supporting People).
- To deal with complaints made in accordance with Catalyst policy.
- To carry out a regular programme of planned surveys and inspections including an annual risk assessment in accordance with Health & Safety policy. Make recommendations to the Head of Independent Living for improvements as appropriate.
- To recruit, manage, develop and support direct reports in order to achieve the highest standards of performance, in accordance with internal and statutory procedures.
- To support and actively promote training and development of staff, ensuring that regular support and supervisions are held, training needs are identified and met.
- To monitor and approve all leave and absences.

### About you:

- You'll deliver a values-driven service to your internal and external customers, by seeking to understand fully your customers' needs, identifying and working to remove pain points, and always doing what you say you will
- You will have a broad demonstrable understanding and experience of supporting vulnerable older people in their own homes or in communal living environments.
- You will have broad demonstrable understanding and experience of Housing Management and Health and Safety within housing.
- You have a proven track record of successful people management and leadership.
- You are a great communicator with good presentation skills.
- You can demonstrate you will work as key member of the Housing with Support team and the wider the wider business by creating great relationships with internal and external colleagues, as prime contact for the department.

**Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.**