

Head of Supported Housing

Head Office

Hours: 36.5 hours per week. Monday - Friday

Part of the: Operational Leadership Team

Responsible to: Deputy Chief Executive

Responsible for: 3 x Area Support Managers

Purpose

To provide leadership, and strategic and operational management of the delivery of high quality, contractual and regulatory compliant supported housing services. They will have responsibility for the contract management of our homelessness and temporary accommodation services, ensuring that values driven, inclusive services are delivered efficiently and within budget.

Responsibilities: In this role, the Head of Supported Housing will:

- Provide leadership and management of the supported housing teams to foster staff wellbeing, resilience, reflective practice and a culture of learning
- To act as the organisation's strategic lead on all supported housing matters, and to provide the operational teams with support in dealing with complex
- To work with the Director of Resources to annually review rents and service charges for all our supported housing customers, and to liaise internally on all aspects of budgets, cashflows and the financial parameters.
- To ensure the ongoing success of Elim's supported housing services by implementing an effective strategy for retaining existing contracts and developing and growing current and new services. To lead on tendering processes as part of this responsibility.
- To keep informed of legislative changes and to take a lead role in ensuring that the Group's supported housing related policies and procedures are up to date and fully compliant with regulatory requirements and best practice in the sector.
- Maintain excellent partnership working with other service providers, local authorities and commissioners to shape and develop services to meet our customers' needs
- Act as the organisational lead on tenancy matters, providing the Housing Team and other teams in the organisation with expert advice and case management support
- To deliver exceptional customer service to all our residents, ensuring that our supported housing customers have influence and that we maximise the use of lived experience to improve service delivery.

Qualifications and Experience: In this role the Head of Supported Housing will need the following:

- Demonstrable previous experience of successfully leading teams and delivering similar services to groups of customers in either a supported housing, support, care or other relevant environment.
- Experience of contract negotiation and tendering for new contracts for the provision of services.
- Demonstrable experience of successfully managing a number of complex projects and business as usual tasks at the same time
- Strong knowledge of issues relating to homelessness including current legislation, government policy, the benefits framework and any relevant client support pathways
- A degree level qualification, or qualified by experience to an equivalent level of knowledge and understanding.
- Experience of utilising housing or client management systems to extract key data, monitor and improve performance

It would be great if you could also:

- Have a current CIH qualification.
- Have experience of the In-Form client management and / or QL Housing Management system

Skills and Abilities:

- High level of proficiency with MS Office applications and a demonstrable ability to use housing management systems and other specialist software, e.g. client record management applications.
- Excellent written and verbal communication skills that will enable to you share performance information and assurance data to the team and leadership colleagues.
- The ability to use a range of leadership styles in order to inspire colleagues and drive performance and satisfaction within their team.
- An ability to place the customer front and centre of service delivery while operating within all legislative and regulatory requirements and budgets.
- The ability to develop and maintain informal and formal relationships with stakeholders at all levels that will benefit the service we are able to offer to our residents.
- The ability to develop and promote safe and welcoming psychologically informed environments across a range of different services
- The ability to work autonomously to balance competing demands and deliver projects within agreed objectives.

Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim CARES Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

The Head of Supported Housing will live by the Elim CARES values:



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL & ACCOUNTABLE

We are ambitious for our customers, colleagues and stakeholders. We work with integrity, learn from mistakes and do what we say we will.



RESULTS

We work hard and deliver great results for our customers and for Elim.



EVERYONE'S VIEW MATTERS

We listen to understand, improve and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days. We provide an additional day off on your birthday, and optional volunteer leave.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme.



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts.