Job Advert: Head of Support Services

Details

Reference
001903

Salary
£56,000

Department
Supported Housing

Hours
36.5

Job Type
Permanent

Location
Head Office

Closing Date
Monday, 09 December 2024

Planned Interviews
Monday, 16 December 2024

Job Description

Elim Housing Group is a provider of affordable housing and support services in the West of England and Gloucestershire, our vision is 'to meet housing need and deliver homes that change people's lives'. Last year, our supported housing services helped to make a positive difference in the lives of over 1000 individuals or families. We are large enough to offer security, expertise and career progression, yet small enough to know our staff and neighbourhoods personally.

We're looking for an experienced and enthusiastic professional to lead our supported housing services. Elim is a registered social landlord and one of the largest providers of supported accommodation to people who have experienced homelessness in Bristol and Gloucester. We want you to help us deliver and grow high quality, inclusive and values driven services.

The successful candidate will work with us to provide strategic and operational management of our contractual and regulatory compliant supported housing services. You will be a member of our committed Operational Leadership Team and part of a structure designed to support our customers and colleagues.

What you will be doing:

- You will provide leadership and management to foster staff wellbeing, resilience, reflective practice and a culture of learning across our supported housing teams
- 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.
- Act as the organisation's strategic lead on all supported housing matters, and to provide your teams with support in dealing with complex cases
- 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.

Person Specification

What you will need to be successful:

- 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.
- Strong knowledge of issues relating to homelessness including current legislation, government policy, the benefits framework and any relevant client support pathways
- Experience of successfully managing a number of complex projects and business as usual tasks at the same time.

Benefits

Elim recognises our highly skilled and dedicated colleagues are our greatest asset in achieving our vision. Elim colleagues benefit from:

- A great inclusive and values led culture that invests in your learning and development
- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Optional one day volunteer leave
- Flexible working
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Annual organisational performance bonus.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

For full details of Elim's benefits, culture and values please visit our website where you will also find colleague stories, sharing what it's like working for us.

Contact Us

Units 3 & 4, Pinkers Court,
Briarlands Office Park, Gloucester Road,
Rudgeway, South Gloucestershire
BS35 3QH

Call: 01454 411172
Email: HR@ElimHousing.co.uk

About US

Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.