

POST TITLE:	Safe Accommodation Manager
1 BASE	County Safe Accommodation Service, including Refuge and Dispersed properties
2 SALARY	Starting salary £30,296 per annum
3 HOURS OF WORK	30 hours per week, to be worked over four days – Mon, Tues, Thurs & Fri. Includes some evenings and weekends, where required.
4 MAIN TASK	To coordinate support services and a programme of activities in the county refuge, and dispersed properties, and to manage an employee team providing: • Specialist housing advice • Enhanced security measures as a part of a wider package of care and support • Provision of accommodation for those fleeing domestic abuse.

On Call: You are required to participate in an out of hours rota.

5 Key Responsibilities

- **Service Co-ordination**

This includes management of employees and resources (refuge and dispersed properties) to enable the services to function efficiently and effectively.

- **Service Development**

This includes understanding the needs of clients and developing and improving services to meet those needs and promoting the service to potential victims and survivors.

- **Service Delivery**

This includes working alongside colleagues, managers and other agencies, to deliver support services to specialist clients.

To act as a Designated Safeguarding Lead, to develop and implement WALL's safeguarding policies and practices alongside WALL's Designated Safeguarding Manager, ensuring the highest safeguarding standards are in place throughout all aspects of service delivery, embedding learning into working practice.

- General. This includes all duties that ensure the safety and effectiveness of the accommodation provision, and team, with broader responsibilities that contribute to the development of WALL.

6 Duties

6.1 Service Co-ordination

- To be responsible for, supervise and support employees and volunteers across WALL's county accommodation projects (refuge and dispersed) ensuring appropriate and effective delivery of services.
- To be responsible for employee day -to-day supervision and professional development of team members, including the completion of one-to-one/supervision, case management supervision and appraisals.
- To assist with recruitment and selection, across the organisation.
- To oversee the allocation of referrals, and cases, to refuge practitioners and manage the workload capacity for teams.
- To assist in the volunteer training programme, and domestic abuse awareness training, to external organisations and agencies.
- To organise employee rotas to ensure the continuation of services including periods of employee leave and/or absence.
- To ensure data returns and contract monitoring is up to date and submitted in line with Funder requirements.
- To keep accurate financial records and monitor the financial systems in the refuge and for the dispersed accommodation.
- To coordinate the provision of enhanced security measures, as part of a wider package of care, and support to improve the safety of refuge and dispersed accommodation.
- To co-ordinate the programme of activities for women and their children in the refuge. This may include the co-ordination of a client feedback forum.
- To support clients in dispersed accommodation, and across other safe accommodation provision, as required.
- To work in partnership with other agencies to provide full integration for children into service provision within the area.

- To keep clear, accurate records and maintain confidential files on clients and their children in all WALL services.
- To maintain a record of equipment needed, order new and replacement items when required and ensure regular maintenance and health and safety checks of equipment in safe accommodation.

6.2 Service Development

- To regularly assess the needs of clients and employees and make recommendations for improving and developing services.
- To ensure monitoring and evaluation systems, which assess intake, output and outcomes of the service are accurate and up to date.
- To assist the senior management team in the collection of statistical and financial information for monitoring, auditing and quality assurance purposes.
- To support the administrative systems, and use effectively, in providing high quality services across the organisation.
- To develop and maintain links with other agencies and assist in developing protocols and referral procedures as appropriate.
- To assist in the development of WALL policies and practices, and ensure all employees are able to apply to their own practice.
- To help in the development and promotion of WALL training services to external agencies and individuals, and specifically to raise awareness of the effects of domestic abuse and violence on victims.
- To represent WALL to relevant external agencies.
- To work with partner agencies in developing and improving services for victim survivors of domestic abuse.
- To ensure that the service recognises the needs and concerns of a diverse range of victim survivors and address them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible clients.
- To keep up to date with policy and practice in your area of work and undertake employee development and training relevant to the post.

6.3 Service Delivery

- To accept and oversee the referrals pathway into WALL and accept and triage admissions into safe accommodation.
- To keep clear and accurate records and maintain confidential files on clients.
- To oversee a case load of clients, ensuring that each client receives the appropriate service, individual to their needs and develop appropriate support and safety plans.
- To provide support for clients and their children based on their needs and interests.
- To organise and participate in the rota of staff on duty in the evenings and weekends. This includes during bank holidays and national holidays.
- To facilitate and chair team meetings.
- To facilitate and attend refuge house meetings.
- To represent residents and their children at meetings with external agencies where appropriate.
- To act as a Safeguarding Lead for WALL.

6.4 General

- To act in accordance with the policies and practices of WALL. In particular to maintain the strict confidentiality of the Refuges and Dispersed properties.
- To act in a fair and supportive way, and positively promote equal opportunities and eradicate discrimination.
- To work in a safe and responsible way, ensuring that safety procedures are followed and that you do not endanger yourself, your colleagues or clients.
- To be punctual and minimise absence from work.

6.5 Other duties commensurate with responsibilities

- To attend all one-to-one/supervision, staff meetings and training days.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this role.

6.6 Line Management relationship

- Post holder will be line managed by the Head of Operations.
- The post holder will line manage an employee team across multi locations.

PERSON SPECIFICATION:
Safe Accommodation Manager

Category	Essential Requirements	Desirable Requirements	Method of Assessment
<u>Qualifications</u>	Good standard of general education, including GCSE Maths and English, grade A*-C	A recognised social work/housing/legal/ counselling or other relevant qualification First Aid qualification	Application Form & copies of certificates taken
<u>Experience</u>	Experience of supervising and supporting employees and volunteers Experience of working in a refuge, or hostel, or supported accommodation Experience of working with vulnerable adults and children Experience of working in a multi-cultural context Experience of following and implementing safeguarding policies and procedures Experience of writing delivery or individual development / support plans	Experience of working in the voluntary sector Experience of project development Experience of making grant applications	Application Form, Interview and References

	Experience of liaising effectively with other organisations and agencies Experience of financial monitoring and working to a budget Experience of planning and evaluating own and other's work Experience of fundraising Experience of training others		
<u>Knowledge and Skills</u>	Up to date knowledge of housing, criminal, civil and welfare rights legislation, relating to domestic abuse. An understanding of domestic abuse and the effects on victims Ability to supervise the work of others Able to empathise and communicate well Working knowledge of equality, diversity and inclusion Good administrative skills, including		Application form, Presentation, Interview and References

	ability to write reports Working knowledge of ICT and ability to use computerised systems Ability to maintain confidentiality Ability to work in a non-discriminative way, and promote equality of opportunity Able to work on own initiative and as part of a team		
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<u>Personal Attributes</u>	Ability to work under pressure and cope with the stress of others Reliable and a good timekeeper Positive attitude towards people with support needs Experience of working on own initiative and in partnership with other senior team members Willingness, & flexibility, to cover employee absence, and undertake any reasonable duty that is necessary to the smooth running of the organisation Confident and proactive self-starter who can work on own initiative		Application Form, Interview and References
<u>Other Requirements</u>	These posts are exempt from the Rehabilitation of Offenders Act 1976 under (Exemption Amendments Order 1986) Able to work to Policies and Procedures Available to work occasional evenings		DBS Application References Interview and Application

	and weekends A willingness to be flexible and adapt to changing needs Full Driving Licence and access to own transport for work Office based role		Form Application Form and ID Documents
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