

POST TITLE: **Safe Accommodation Coordinator**

1. BASE Leicester, Leicestershire and Rutland

2. SALARY Starting salary £27,803 per annum

3. HOURS OF WORK 37 hours per week, Monday-Friday

Occasional evening and weekend work may be required from time to time.

4 MAIN TASK To oversee and coordinate all matters relating to the start-up, maintenance, repairs and compliance of dispersed safe accommodation across Leicestershire and Rutland

To ensure security measures as part of a wider package of care and support for those fleeing domestic abuse and/or sexual violence and accessing temporary safe accommodation

On Call: You are required to participate in an out of hour's rota.

5 Key Responsibilities

- Service Co-ordination

This includes management of employees and resources 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.

- 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 across WALL's County and Rutland accommodation projects 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 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 dispersed accommodation.
- 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 undertake administrative support to the Finance Manager including receiving and raising invoices in respect of the relevant services (Dispersed Accommodation)
- In input financial and other data onto the relevant organisational spreadsheets, for accurate financial reporting
- To assist with the collection of banking, petty cash and weekly rent from residents, including liaising with the appropriate Housing Benefit departments and social care as required
- To support the administrative systems, and use effectively, in providing high quality services across the organisation.
- To develop and maintain links with other agencies.
- To assist in the development of WALL policies and practices and ensure all employees are able to apply to their own practice.
- 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 oversee a portfolio of properties with regards to health and safety compliance, cleaning and maintenance, of which is dispersed across the county of Leicestershire and Rutland.
- To ensure the dispersed properties are maintained to a reasonable standard including the reporting, actioning and follow up of repairs. To complete buildings checks, fire alarm testing, and emergency lighting system tests, in line with procedures
- Ensure maintenance checks and visits are completed in line with organisational timescales.
- Ensure that all repairs and maintenance issues are recorded and actioned as required, keeping clear and concise records.

- Ensuring the implementation and use of inventories and audits, equipping properties to be 'client ready'.
- To keep clear and accurate records and maintain confidential files on clients/safe accommodation.
- To work proactively with regards to occupancy to reduce void units.
- To ensure a coordinated and planned approach to the organisation's scheme of works in relation to property management
- To work in collaboration with the Safe Accommodation Manager and the Head of Operations when setting up safe accommodation, managing repairs and undertaking compliance visits.
- To work in partnership with the Safe Accommodation Manager, in terms of incoming referrals and clients existing services, with regards to property matters including cleaning arrangements, to minimise void units of accommodation
- 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 represent WALL at meetings with external agencies where appropriate.

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 assist in the preparation of clear and coherent reports and presentations, for internal and external stakeholders
- To assist with ensuring accurate and adequate reporting of all relevant project findings by target date
- Assist in the collation of robust and clear quarterly impact reports
- Ensure compliance with data protection and GDPR legislation
- 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.
- 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
- The duties and responsibilities in this job description are not exclusive or exhaustive and the post holder will be required to complete such duties as may reasonably be expected within the scope and grade of this post.

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 multiple locations.

PERSON SPECIFICATION:

Category	Essential Requirements	Desirable Requirements	Method of Assessment
Qualifications	GCSE *A-C or equivalent level education, including in English and Maths	A recognised social work/housing/ or other relevant qualification	Application Form & copies of certificates taken.
<u>Knowledge and Skills</u>	Experience of supervising and supporting employees Experience of working in a refuge, or hostel, or supported accommodation Experience of property/accommodation coordination An understanding of compliance and health and safety connected to supported living Experience of working with vulnerable adults and children Experience of working in a multi-cultural	Experience of financial record keeping Experience of working in the voluntary sector Experience of project development	Application Form, Interview and References

	context Experience of following and implementing safeguarding policies and procedures Ability to juggle multiple priorities and to deliver under pressure and meet tight deadlines Attention to detail An understanding of domestic abuse and the effects on victims Able to empathise and communicate well Working knowledge of equality, diversity and inclusion Good administrative skills, including ability to write reports Working knowledge of ICT and ability to use computerised systems Ability to maintain confidentiality		
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	Ability to work in a non-discriminative way, and promote equality of opportunity.		
<u>Personal Attributes</u>	Able to work on own initiative and as part of a team Ability to work under pressure and cope with challenging situations Reliable and a good timekeeper Positive attitude towards people with support needs Experience of working on own initiative and in partnership with other 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) The successful applicant will undergo an enhanced criminal record check before employment is confirmed A willingness to be flexible and adapt to changing needs Access to own vehicle and full driving licence Office based role visiting across the local area (Leicestershire and Rutland)		DBS Application ID Documents References Interview and ID Documents
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