

Job Summary

The post holder will be responsible for the operational management of the Shore House project.

Shore House is a service which provides accommodation and intensive one-to-one and group support to 20 people with mental health and complex needs, including those with a dual diagnosis, and people experiencing the effects of complex trauma. The service works proactively and flexibly with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.

Management responsibilities will include operational implementation of all aspects of the support service delivery, including managing referrals and move-on, health and safety, maintenance, improving standards and performance, staff support and management, and partnership working.

Operational responsibilities will include:

- Overseeing the management and performance of the staff team
- Delivering staff inductions, recruitment, support, supervision, reflection and appraisals
- Ensuring all aspects of contract delivery, including meeting or exceeding KPIs and other targets
- Liaising effectively with statutory mental health services, including the coordination of joint support and risk planning
- Completing internal and external reports
- Managing referrals into the service and ensuring move-on from the service within agreed timeframes
- Overseeing all aspects of Health and Safety
- Overseeing all aspects of service finance, including budgets, management accounts, arrears and voids monitoring and reporting

Responsible To

- Senior Manager
- NHS & BHCC Commissioning
- Through line management to the Board of Management

Responsible For

- Deputy Manager
- Senior Support Worker
- Support Workers
- Waking Night Support Workers
- Groupwork Coordinator
- Administrator
- All staff employed in the project as well as volunteers, interns and students on placement.

Significant Working Relationships:

- a) BHT Sussex staff
- b) Sussex Partnership NHS Foundation Trust
- c) Council Housing Services
- d) DWP and Housing Benefit
- e) Integrated Care Board
- f) Statutory and voluntary organisations

Duties / Responsibilities

Delivery of service and project development:

1. To oversee and ensure efficient and effective service delivery.
2. To ensure that the best possible quality and standard of support is provided for residents, within a trauma-informed and psychologically-informed framework.
3. To ensure that Safeguarding policies and procedures are applied robustly and proportionately.
4. To assist the senior manager in setting strategic direction for the service and assist in the implementation of service development and delivery of a programme of continual improvement.
5. To manage relationships with clients, commissioners, stakeholders, and local agencies.
6. To be responsible for the management of office hours and out of hour's rotas and ensure the service maintains adequate staffing levels.
7. To be responsible for the coordination of referrals and move on from the project to minimise the level of voids.
8. To influence, monitor and report on service performance targets.

9. To assist with reporting on contract requirements to commissioners, partner agencies and regulatory authorities, including service reviews, and quarterly project reports.
10. To ensure the efficient delivery of repairs / maintenance service and all other relevant housing management and tenancy related functions.
11. To liaise with relevant statutory and voluntary organisations, including substance misuse services, Housing Benefit, DWP, Housing Options Team, Sussex Partnership NHS Foundation Trust, and other providers in the mental health accommodation pathway.
12. To be responsible for the health and safety of the service including that of residents, workers, office environment, condition of buildings and that of the wider community (neighbourhood /visitors).
13. To be responsible for the review and development of policy and procedures within the project.
14. To ensure the service delivers a responsive approach to crisis management.
15. To ensure structures are in place to promote client involvement, access to work and learning, and enhance move on opportunities for all residents.
16. To assist in the production of publicity material for the project and to ensure that the project maintains a high profile amongst other agencies and potential users of the service.
17. To lead the team and service and to effectively manage change.

Staff Management:

18. To be responsible for recruitment of staff for the service.
19. To be responsible for the induction, supervision and training of all project staff.
20. To undertake all line management responsibilities.
21. To undertake timely de-brief sessions with staff post-incident, and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
22. To be responsible for managing staff performance and development, including disciplinary issues.
23. To arrange and attend team meetings, incorporating opportunities for reflective practice.
24. To undertake annual staff appraisals.
25. To facilitate opportunities for volunteers, Interns and student placements within the service and to provide appropriate supervision structures to support these.

Administration:

26. To ensure efficient administrative systems are maintained accurately which support rent accounting, financial accounting, and all areas of service delivery (housing management / support delivery).
27. To ensure that staff maintain detailed casework files on the client database, which fulfil all monitoring requirements.

Financial:

28. To ensure that the financial resources of the service are used efficiently and purposefully.
29. To assist in the setting and monitoring of budgets.
30. To authorise expenditure within the budget and in accordance with BHT Sussex's financial procedures.
31. To ensure the collection of weekly resident charges and for the monitoring of arrears and voids.

General:

32. To develop a close network of communications, co-operation, joint projects and skills exchange with other agencies in the community.
33. To positively promote the work of the service and BHT Sussex through attendance at forums, and internal and external meetings.
34. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.
35. To participate in a Management on call rota.
36. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required, which will include taking on the duties of the Service Manager, in their absence.
37. To oversee effective Infection Prevention Control measures

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.