

Job Title:	Supported Housing Manager	Location:	Colchester
Salary:	£30,300 – 32,261.50 depending on experience.	Position Type:	Full-time. 4 year fixed-term contract, initially.
Hours:	Full time, 37½ hrs/wk. <i>Primarily over Mon – Friday and requires at least one weekday evening every week. Very occasional hours on a Sat / Sun for an event.</i>	Responsible to:	Chief Executive.
NB. Closing Date for applications: 9am Monday 7th April 2025. Interviews w/c 21st April.			

Job Purpose

BACKGROUND

Colchester Korban Project was established by several churches in Colchester, as a Christian response to youth homelessness in 2008. We currently operate 2 homes providing medium term (2 – 3 years max) supported accommodation for 8 young people aged 16 – 25 years who are homeless or at risk of homelessness. Our residents are typically working towards part/full-time voluntary work, education or employment. Korban helps them realise their potential and thrive, by providing accommodation, support, resources and guidance enabling them to develop the character, skills and confidence to live independently.

The successful candidate will work closely with our Chief Executive, and play a key role in our growing and dedicated team delivering, managing and developing our supported housing work.

Job Description

Management and service delivery

- Work with the Chief Executive and Board of Trustees to ensure our supported housing project delivers excellent outcomes for residents in line with our mission, aims and values, incorporating Christian spirituality in an inclusive manner eg. participating in and leading prayer and reflection times for staff and residents when appropriate
- Ensure funds are spent appropriately to cover regular and unplanned expenses
- Implement any new initiatives to support residents' development, as agreed with the Chief Executive
- Develop the Korban programme of support in collaboration with the Chief Executive
- Line manage members of staff and supervise volunteers
- Provide induction, supervision and training for staff and volunteers when appropriate
- Play an active role in the process of recruiting any staff and volunteers needed to provide the service
- Create and maintain good working relationships with other relevant agencies and organisations
- Ensure all of Korban's risk management procedures are applied as necessary
- Ensure financial and payment systems, where relevant, are completed in line with financial policy and procedures
- Apply all relevant Korban policies and procedures including safeguarding, GDPR, general Health and Safety duties and responsibilities, set out in the charity's Health and Safety Policy
- Actively promote the work of Korban and represent the charity well on all occasions
- Apply equal opportunities and anti-discriminatory practice at all times, ensuring that all services are as accessible as possible to all residents
- You will be part of a team responsible for an on-call service, provided on a rota basis at agreed times.
NB. While being on call is an essential part of the role, our experience and the nature of the residents means that any call outs are infrequent.

House Security and Health & Safety

- Ensure CCTV/Ring doorbell is working, footage is monitored at least weekly and deal with any issues arising from it
- Be responsible for maintaining Korban properties to a high standard within an agreed budget
- Ensure monthly house and room inspections are carried out to ensure the Korban houses are safe and secure and any actions arising are addressed

Working with Residents:

- Ensure all potential residents are interviewed and risk assessments undertaken as well as liaising with referring agencies to ensure residents are eligible and appropriate for Korban, and any information sharing is in line with GDPR
- Oversee residents from 'move in to move on' including induction, claiming relevant benefits, evictions and positive move-ons
- Hold regular planned support meetings with at least 3 residents and provide ad hoc support for all residents; offering support and guidance in a variety of different areas in collaboration and consultation with the Chief Executive
- Be responsible for maintaining up to date records on all residents in line with GDPR
- Oversee all residents' rent accounts, ensuring they are up to date and any arrears owed by residents / Housing benefit (or overpayments) are addressed appropriately
- Manage and resolve conflicts and carry out disciplinary procedures, in discussion with the Chief Executive if necessary
- Attend and participate in communal meals on a weekly basis at our hub house, and as required at our move-on house. Ensure there is someone available to cook.

WHAT WE ARE LOOKING FOR FROM YOU – PERSON SPECIFICATION

When completing your application form please address all the points set out below.

Essential:

- Relevant experience working with young people
- An understanding of working with homeless and vulnerable people in crisis
- Experience of managing/supervising or supporting volunteers or staff
- Experience of working under pressure with the ability to respond to conflicting demands and challenging situations
- Experience of writing, implementing and evaluating risk assessments for individuals and activities
- An understanding and commitment to working in a strengths-based way
- Excellent interpersonal skills including verbal and written communication; able to supply reports as required
- Good literacy, numeracy and IT skills (Microsoft packages) and concise, accurate record-keeping in line with GDPR
- Excellent leadership skills with abilities to support and motivate young people
- High level understanding of professional boundaries and ability to maintain them within a family-type culture
- Excellent financial administration and allocation of resources
- Able to demonstrate clear understanding of safeguarding issues, requirements and procedures and follow them through to conclusion in line with the charity's safeguarding policy
- Effective collaborative working with a range of internal and external stakeholders
- Ability to effectively reflect on own practices for ongoing learning and development
- Commitment to demonstrating and balancing Christian spirituality integral to the charity with working in a manner which promotes diversity, equality and inclusion

Desirable:

- Knowledge of local support services for young people
- NVQ level 3 in health and social care or similar area of study
- Ability to carry out maintenance and general house repairs ie. "handyman" skills

ADDITIONAL NOTES

- There is a Genuine Occupational Requirement that the post holder is a practising Christian.
- This post is subject to a satisfactory enhanced DBS check.
- The annual leave allowance is 30 days (including public and bank holidays).
- Lone working: This post will require a significant amount of lone-working.
- This job description is a statement of requirements at the time of writing and although it will be part of the contract, it should not be seen as precluding future changes after appointment to this role.