



Job Description

Assistant Manager – Housing and Homelessness (Emergency Accommodation)

Responsible To: Emergency Accommodation Manager

Contract Type: Permanent

Overall Purpose: To work closely with the Emergency Accommodation Manager to manage both New Hope's Emergency Accommodation service (22 short-term residents and 10 members of staff) and the Sanctuary building (where the Emergency Accommodation service is located).

Hours: Full-time (40 hours per week), Tuesday - Saturday, 9:00am to 5.00pm. Flexibility may be needed at times to attend meetings, events, or training.

Salary: £29,200pa FTE (When on Exceptional Circumstances rota [on call], a daily rate allowance will be paid. If you are called in for a shift you will be paid per hour at your current salaried rate.)

Sanctuary Emergency Accommodation

The Sanctuary hosts two separate services, our Emergency Accommodation service which provides short-term accommodation (22 bedrooms), as well as support, meals and laundry facilities, and the Outreach Plus team who focus on street outreach and have three crisis bedrooms.

The Emergency Accommodation consists of 11 staff members; manager, assistant manager, six support workers and three sleep in support workers.

Who we are looking for

We are looking for a new assistant manager to support the Emergency Accommodation manager. The assistant manager will focus on the day-to-day operations of the service, supporting staff with service users and delegating responsibilities to the staff team. We are looking for a person who has a desire to help people who are experiencing homelessness. You may already have knowledge and understanding of homelessness, maybe through a previous job, as a volunteer, or through your own lived experience. You will be the sort of person who sees people experiencing rough sleeping or sofa surfing as a person, not just as 'rough sleepers' or 'service users'.

You will be self-aware, compassionate, non-judgemental, and have a strong degree of emotional intelligence. You will have excellent skills in communication, prioritisation, and administration. You will be able to inspire, motivate, and encourage others enabling them to grow and develop in their roles. You will be able to respond flexibly, confidently and professionally to any challenges which arise.



Key responsibilities:

- To assist the manager in helping service users progress within services provided by New Hope, Watford Borough Council and other partners in the council's Single Homeless Pathway.
- To assist the manager in ensuring the Sanctuary's health and safety, food hygiene, and fire regulations are met.
- To ensure regular health and safety checks are carried out at the Sanctuary and the interior and exterior of the Sanctuary are maintained to the highest possible standard of repair and cleanliness, escalating areas of concern where necessary.
- To ensure the Sanctuary house rules are upheld and issue and manage warnings or exclusions if appropriate.
- To identify opportunities for volunteering and assist in recruiting, inducting, and supporting volunteers in developing good practices.
- To ensure Sanctuary equipment is kept in good working order and stocks of goods are inventoried, stored, maintained, and accounted for accurately.
- To ensure administration is carried out accurately, including service user assessments and benefit forms.
- To review service users' progress and make decisions affecting the length of support offered.
- To assist existing staff to increase the quality and rate of effective referrals to appropriate move-on accommodation as required.
- To assist in maintaining the rota, covering shifts as required and liaising with casual workers/agencies to ensure the service is adequately staffed at all times.
- To be a part of the Exceptional Circumstances rota, providing on-call support to staff across the accommodations services (Sanctuary, Recovery Services, and HopeHomes) in accordance with the Exceptional Circumstances policy.

Leadership:

- To work closely with the Emergency Accommodation manager in the day-to-day running of the Sanctuary, taking responsibility for decisions and deputising in their absence.
- To manage staff attendance, including annual and other leave, sickness absence, and TOIL in accordance with New Hope's policies, keeping accurate records, and notifying HR/line manager where required.
- To engage with supervisees and manage performance, including during probation, completing supervisions regularly and appraisals annually in line with policy.
- To identify staff training needs and make recommendations for team and individual staff training.
- To promote best practice and ensure a high standard of service delivery to residents.
- To ensure rent accounts are accurate and up-to-date at all times and to minimise voids and arrears by ensuring these are dealt with efficiently and in line with New Hope's policy.



Additional Tasks:

- To ensure all administrative and financial records are up-to-date and produced to a high standard.
- To ensure all written communication, for internal and external use, is appropriate and accurate.
- To be accountable (alongside the manager) for the management of funds received by the Sanctuary.
- To represent New Hope at external meetings and events, as agreed with the line manager.
- To adhere to New Hope's Equal Opportunities and Health and Safety policies at all times.
- To undertake any other relevant duties as required.

General Requirements:

- To uphold the values and ethos of the charity.
- To attend training or meetings as agreed with your line manager.
- To be familiar with the objectives and operation of New Hope.
- To be open to opportunities for personal development.

This job description may be modified due to development or changing circumstances according to the needs of the service and in consultation with the post holder, who should be prepared to undertake further duties that arise as the post develops.



Person Specification

The criteria will be assessed through Application/CV (A); Interview (I); Task (T)

Personal Qualities

Essential

- Able to work in a person-centred and holistic way (I)
- To have a solution-focused approach to problem-solving (I)
- Accepts responsibility and accountability (A) and (I)
- Willingness to develop oneself and others (I)
- Flexible approach and responsive to change (I)
- Show innovation and seek out new ideas (A) and (I)
- Commitment to equality, diversity, and inclusion as it applies to service delivery (I)

Experience

Essential

- Handling emotive issues with sensitivity, applying wisdom and judgement to identify a constructive path forward (I)
- Working with vulnerable people (A)

Desirable

- Working in the homelessness sector and understanding the needs and aims of the service users (A)
- Dealing with mental health, substance misuse, and settlement issues (A)
- Working within the charitable sector (A)
- Managing and leading staff teams, including supervisions and improving performance (A and I)

Skills and Abilities

Essential

- Engaging, leading and managing teams (A)
- Work effectively unsupervised and as part of a team (A and I)
- Work professionally alongside staff and service users (A)
- Able to cope with the emotional demands of the role (A)
- Communicate clearly and effectively to inform, influence, and promote both verbally and in writing (A, T and I)
- Prioritise, organise and manage workload to meet deadlines (A and T)
- Empower and motivate staff and service users to make positive decisions (I)



- Manage complex and difficult situations to a positive outcome (T and I)

Desirable

- Collate accurate statistical information and write reports (A)

Knowledge and Understanding

Essential

- Understanding of good practice in safeguarding vulnerable adults (A)
- IT confident and competent with Microsoft Word, Outlook, Excel and internet browsers (A and I)
- Strong understanding of professional boundaries (I)
- Working knowledge of GDPR/Data Protection and how it applies to the role (I)
- Understanding and commitment to equality and diversity as it applies to service delivery (I)
- Knowledge and understanding of health and safety and how to monitor it (I)

Desirable

- First Aid at Work trained (A)

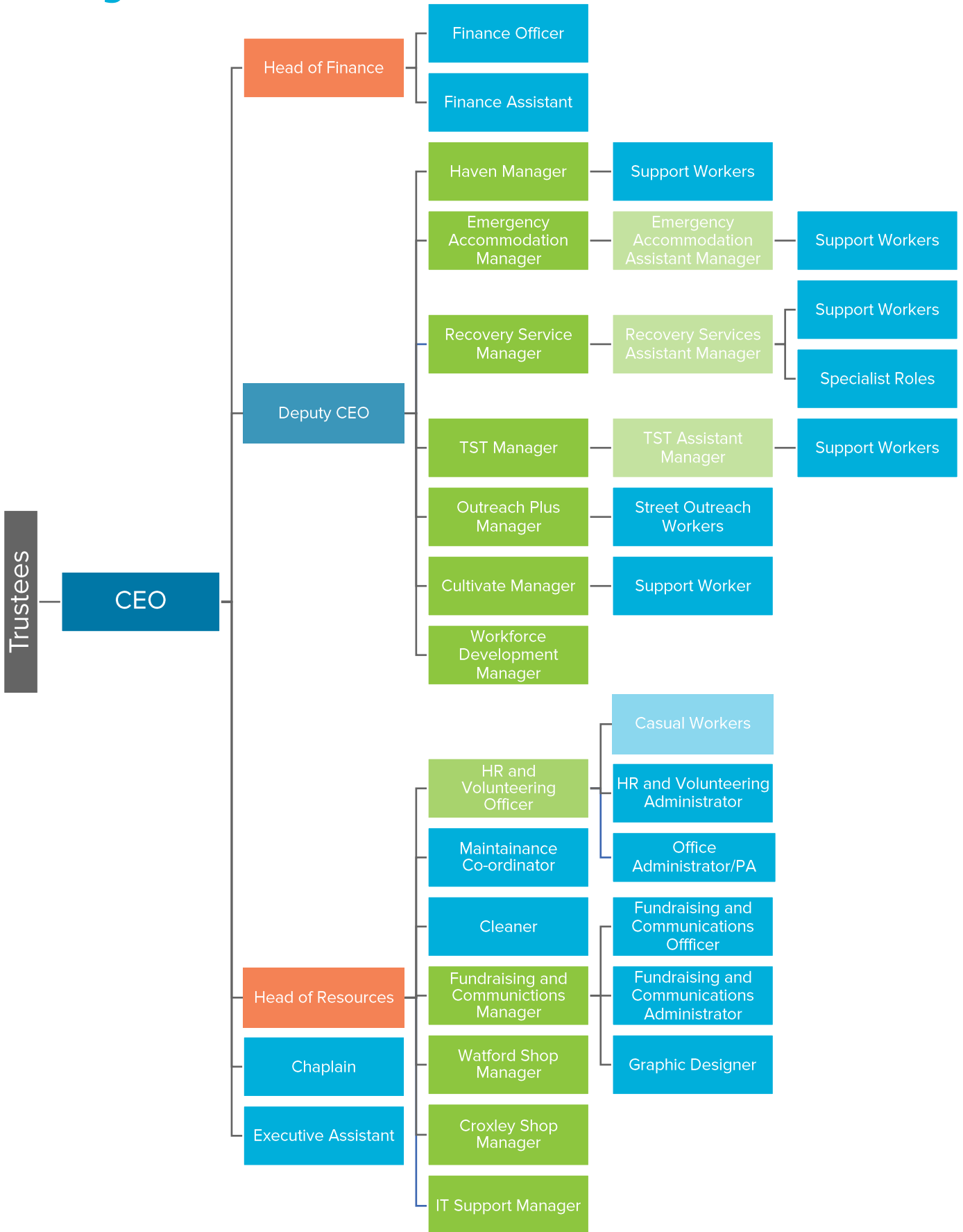
Other Requirements

Essential

- Commitment to the values and ethos of New Hope (A and I)
- Ability to work outside of normal working hours on occasion (I)
- Able to work flexibly in response to changing organisational needs (I)



Organisational Structure





Terms and Conditions

Location:	Based at the Sanctuary, 124 Exchange Road, Watford, WD18 0PP
Contract:	Permanent
Salary:	£29,200pa FTE (When on Exceptional Circumstances rota [on call], a daily rate allowance will be paid. If you are called in for a shift you will be paid per hour at your current salaried rate.)
Hours:	40 hours per week worked Tuesday - Saturday 9.00am to 5.00pm. Some flexibility may be needed to attend meetings, events or training
Holiday:	33 days holiday including statutory bank holidays, pro rata to the hours worked
DBS:	An enhanced DBS check is required for this role
Start Date:	As soon as possible

These terms and conditions do not form a binding contract and may be changed from time to time as the needs of New Hope and the post-holder require. The job description set out above is intended for guidance only and is not exhaustive. The post is subject to a satisfactory DBS check and a successful probation period.

New Hope has a legal responsibility to ensure that all its employees have the legal right to live and work in the UK. Therefore, if you are made an offer of employment, this will be subject to New Hope verifying that you are eligible to work in the UK before you start work.

For more information about working at New Hope, please see the Jobs page of our website at www.newhope.org.uk/jobs



Application Process

Application closing date:

Closing date: 10th May 2024 12 noon

Interview date: TBC

Applications will be considered as they are received and interviews may take place before the closing date so interested applicants are advised to apply as soon as possible. We reserve the right to close the advert early.

Interview Stages:

1. Application is shortlisted. If you are shortlisted you will be contacted within two days from the closing date and invited to a first interview.
2. The first interview will be competency-based including scenarios. You will also have a task to complete.
3. If you are successful, you will be invited to a second interview/trial which will last up to three hours. You will have the chance to meet the staff team, volunteers, and service users.

How to apply:

To apply, please send your CV stating which role you are interested in and a cover letter showing how you meet the person specification.

Applications can be submitted by email or post:

Email: recruitment@newhope.org.uk

Address: HR, New Hope, 67 Queens Road, Watford, WD17 2QN

Referees

You are asked to provide two referees. These will only be contacted with your consent.