

## Job Details

# Deputy Housing Services Manager

## Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides operate a range of projects/functions:

- **Hub and Outreach Services**

- St Clare's Community Hub (Worthing)
  - Hub for multi-agency Rougher Sleeper's Team
  - In reach drug and alcohol and physical health clinics
  - Range of groups such as women's group, art, IT Junction and similar
  - Community Inclusion Team
  - Advice and Assessment Team
  - Outreach, move on support and reconnection
  - Food/clothing donations coordination
- Littlehampton Community Hub
  - Advice & Assessment team
  - Community Inclusion team
  - Breakfast Club
  - Outreach Worker across Arun
  - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
- Horsham and Mid Sussex Services
  - Outreach Manager
  - Outreach Workers
  - Support Coordinators
  - Community Inclusion Workers
  - Mental Health Coordinator
- Multi-Disciplinary Team
  - MDT Managers
  - Mental Health Worker
  - Alternative Response Team
  - Substance Misuse Worker
  - Substance Misuse and Wellbeing Worker
  - Dual Diagnosis Worker
  - Mental Health and Trauma Coordinator
  - Staying Well Worker
  - Social Work Coordinator

- Housing First Team
  - Housing First Manager
  - Housing First Workers
- **Lyndhurst Road Accommodation Service (Worthing)**
  - 34 bed emergency/assessment service
  - 24/7 double cover staffing
  - Shared office space for local statutory and Voluntary services
  - Harm minimisation and Psychologically Informed Approach
- **Recovery Project (Worthing)**
  - 28 bed CQC Registered Tier 4 substance misuse service
  - 24/7 staffing, double day and single night cover with waking night workers
  - Social Work Co-ordinator
  - Abstinence and harm minimisation
- **Byron and Manor Road Hostels (Worthing)**
  - 15 bed complex needs
  - 24/7 staffing, double day and single night cover with waking night workers
  - 14 bed move on hostel
  - Abstinence and harm minimisation
  - Psychologically informed approach
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
  - 18 houses for move on and long term housing
- **Community Fundraising Team**
  - Organising regular fundraising events throughout the year.
  - Increasing our donor database
  - Delivering talks about the work of Turning Tides
  - Securing fundraising income as required to protect the provision of services
  - Educating the local community about homelessness
- **Co-ordination of 250+ Volunteers**
  - Mentoring and Befriending Scheme
  - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to [www.turning-tides.org.uk](http://www.turning-tides.org.uk)

## Deputy Housing Services Manager Job Background

This is an exciting opportunity for a skilled, highly motivated and passionate deputy manager to develop, grow and improve on Turning Tides' established Byron Road and Manor Road services in Worthing.

The services consist of Two large Victorian properties; the Byron Road service which provides 15 bed spaces, consisting of a large core house with rooms with shared communal resources and a separate annex building with self-contained units and disability access. While the 15 bed Manor Road service provides medium support provision for individuals who require a lower level of support and are moving towards living independently.

Within these buildings there is scope for remodelling to meet the ever changing needs of complex needs clients specifically those clients who are actively using substances, have a dual diagnosis or mental health conditions including those who have experienced multiple exclusions from services.

Turning Tides has made a commitment to develop psychologically informed environments that encompass key concepts of this approach, including; 'elastic tolerance'. As such candidates must be able to demonstrate the ability to work flexibly and creatively with homeless individuals with complex needs, with the ability to create a culture that supports these values.

More recently the service has been involved in successfully piloting the Discharge to Assess service, aimed at mental health clients who have occupied bed spaces in clinical wards, providing a valuable pathway into more independent living and to reintegrate into their local community.

The Deputy Housing Services Manager will assist the Housing Services Manager in providing day-to-day management of the services. They will provide guidance, leadership, supervision and support to the staff team and oversee the regular relief staff and volunteers on site. They will also deputise for the housing services manager in their absence.

As the deputy manager you will be expected to take part in our paid on-call managers' provision.

## Key Terms and Conditions

Hours:	37.5 hours per week
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

## Summary of the Role

To support the operational management of Byron Road a 15 bed, 24 hour staffed short term hostel and Manor Road a 15 bed, medium support accommodation service. The role includes the supervision and support of staff, effective rota management, budget and housing management and ensuring service compliance.

## Reporting to

Housing Services Manager

## Location

The role will be based in Worthing between our Byron Road and Manor Road services. Some flexibility will be required on occasions to provide support across other services, this is essential in order to ensure continuity of delivery across all our services and to support a joined up cohesive approach.

## Key Responsibilities

### Strategic

- Contribute to the overall strategic planning process, and deliver service specific goals set out in Turning Tides business and organisational plans.
- Support the development and implementation of an effective strategy for the service that compliments and contributes to the overall organisational strategic plan. Identifying opportunities for growth and improvement within your own service.
- Build relationships across the sector, learning from and encompassing best practice within your services in order to achieve the highest quality of service provision.
- Work in collaboration with Turning Tides management and staff teams to ensure a cohesive and client centred approach throughout all of our services.

### Operational

- Plan, direct, coordinate and develop service provision within your service, while ensuring strong working links with other Turning Tides services.
- Improve performance, productivity, quality and efficiency through the implementation of effective change management strategies.
- Ensure financial viability and best value for money within your service, supporting the Housing Services Manager to ensure financial viability of the service.
- Ensure service develops, grows and thrives reflecting the best practice in the field.

- Achieve the highest quality of standards and safety within your service.
- Develop an integrated approach with other Turning Tides Services with a consistent approach to the implementation of policies and best practice.
- Ensure that all reporting requirements are met and that data is robustly and consistently developed in line with organisational and funding requirements.
- Maximise license and service charge income and minimise void levels.
- Provide clear financial information to residents.

### Development/Innovation

- Work in close partnership with key stakeholders within West Sussex, including other voluntary and statutory sector services, to promote and deliver and achieve the best outcomes for our clients.
- Ensure PIE (Psychologically Informed Environment) and co-production are embedded within everything that we do.
- Implement a dynamic approach that embraces change and innovation.
- Develop the service in a way that we become the provider of choice through the provision and development of innovative, best value for money approach that is embedded within and meet the needs of our local communities.
- Work closely with the Development and quality department to ensure the highest quality of service delivery while supporting the implementation of new models of working.

### Risk Management

- Ensure all processes are robust and compliant with all legislative and organisational requirements.
- Ensure all relevant risks are identified and managed appropriately.

### Collaboration

- Drive a co-produced approach to bring clients, staff and communities to the heart of Turning Tides services
- Develop and grow local partnerships to the benefit of clients who use our services, utilising a 'Systems Leadership' approach.

### People Management

- Develop, inspire and lead a high performing team with ambitious goals and clear accountabilities.
- Facilitate the understanding, co-operation and involvement of colleagues at all levels throughout the organisation.
- Create an environment in which staff are engaged and empowered to achieve greater impact and understanding of the strategic vision of Turning Tides.
- Coach and develop staff to ensure the development of high performing and cohesive teams within your service.
- Provide regular staff supervisions and team meetings.

- Provide consistent staff cover through fair staff rotas and an adequate supply of relief workers.

#### Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

#### Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- Undertake equalities impact assessments and reviews.

#### General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

## Person Specification Deputy Housing Services Manager

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 4** of your application form.

E = Essential criteria      D = Desirable criteria  
S = Short listing criteria    I = Interview criteria

Criteria	E or D	S or S/I
<b>Knowledge &amp; Skills</b>		
<b>Good IT skills specifically around the use of Word, Outlook, Excel and internal reporting software.</b>	<b>E</b>	<b>S/I</b>
<b>Good understanding of mental health and the impact that it has on clients lives.</b>	<b>E</b>	<b>S/I</b>
<b>Good understanding of substance misuse, addiction, dual diagnosis and harm minimisation approaches.</b>	<b>E</b>	<b>S/I</b>
Able to influence both internally and externally, to find shared purpose and build on the insights & experiences of others with a co-produced approach.	E	I
<b>Good understanding of the homeless sector and the factors that lead to and magnify the impact of homelessness on individuals and communities.</b>	<b>E</b>	<b>S/I</b>
<b>Good knowledge of effective housing management, compliance and maintenance of properties</b>	<b>D</b>	<b>S/I</b>
<b>Leadership &amp; Management</b>		
<b>Good leadership skills with the ability to provide clear direction, inspire positive outcomes, and identify and develop talent and support individual and team development</b>	<b>E</b>	<b>S/I</b>
Good knowledge of best practice, research, policy, and legislation around effective housing management.	D	I
Able to take positive risks, step outside of comfort zones and cope with ambiguity.	E	I
Demonstrate creativity and a willingness to initiate and embrace change and new approaches	E	I
<b>Experience</b>		



<b>Proven track record of leading and managing teams</b>	<b>D</b>	<b>S/I</b>
Track record of forging a compelling vision and inspiring others to realise the vision through leadership	D	I
<b>Experience of delivering support to people, including those with multiple and complex needs</b>	<b>E</b>	<b>S/I</b>
<b>A track record of collaboratively delivering on change and innovation within services or an organisation, including through coproduction with clients</b>	<b>D</b>	<b>S/I</b>
Experience in creating and effectively managing budgets	D	I