

## Job Description

<b>Job title:</b>	<b>Housing First Service Manager</b>
<b>Reports to:</b>	<b>Head of Threshold</b>
<b>Location:</b>	<b>Cavendish 249</b>

<b>Corporate behaviours, qualities and Values</b>	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> <li>• Manages expectations</li> <li>• Genuinely cares</li> <li>• Values differences</li> <li>• Builds trust and empathy</li> <li>• Enjoys work</li> <li>• Thinks innovatively</li> <li>• Challenges and learns</li> <li>• Makes things happen</li> </ul>
<b>Purpose of role</b>	<p>To be responsible for the successful delivery, development and promotion of the Threshold Housing First programmes.</p> <p>To protect the organisation by providing timely solutions and toolkits to <b>improve processes and results</b></p> <p>To be responsible for the delivery and quality of support related work which is externally commissioned or awarded, or which is funded by any other arrangements.</p> <p>To ensure customers receive a measurable <b>high quality service</b> in line with contractual requirements</p> <p>To protect and promote Thresholds reputation as a provider of choice.</p>
<b>Key accountabilities</b>	<p><b>Responsibility for employees</b> -Motivation, guidance and line management of staff.</p> <p><b>Contract</b> - Responsible for managing the Housing First service, which will include, but not exclusively:</p> <ul style="list-style-type: none"> <li>• Contract compliance</li> </ul>

	<ul style="list-style-type: none"> <li>• Quality of service delivery</li> <li>• Outcomes targets</li> <li>• Sustainability targets</li> </ul> <p>Leading the team to deliver the contracts on time and with demonstrable impact to the organisation or customers.</p> <p><b>Standards</b> – Leading on the delivery of a market leading Housing First product.</p> <p><b>Evaluation</b> – leading on the collection of data which meets the requirements of external evaluators.</p> <p><b>Promotional work</b> – Engaging in internal and external meetings and events which promote the Threshold Housing First model.</p> <p><b>Reputation</b> – Having due regard of the potential risks to the organisations reputation as a market leader for Housing First.</p> <p><b>Modelling</b> – contributing to the design of operational models of delivery</p> <p><b>New business</b> – generating interest and potential partnerships for new business. Acting as the first point of contact with landlords and potential providers of access routes to properties.</p> <p>Contributing to the production of tenders and bids for new services which feature Housing First.</p> <p>Engaging with external agencies so as to understand the current market</p> <p>Contributing to development of Group Housing First strategy</p> <p>Testing the replication of the Housing First pilot into a new context with a view to securing longer term funding.</p> <p><b>Risk Management</b> - to Threshold staff, properties, visitors, and activities in your area of responsibility.</p>
<p><b>Key relationships (external)</b></p>	<ul style="list-style-type: none"> <li>• National and regional relationships</li> <li>• External Evaluators (e.g. Uni of York)</li> <li>• Local relationships</li> <li>• Landlords/ prospective landlords</li> <li>• Statutory services</li> <li>• Potential partner organisations</li> <li>• Competitors</li> <li>• Media</li> <li>• Staff teams</li> <li>• Customers</li> </ul>

	<ul style="list-style-type: none"> <li>• Heads of Service (Group)</li> <li>• Other Services Managers.</li> <li>• Group Communications Team.</li> </ul> <p>The purpose of these relationships is to share the success of the Threshold Housing First model, engage new contacts, speculative approaches, and early exploration of ideas.</p>
<p><b>Key relationships (internal)</b></p>	<p>Head of Operations Commercial Manager Development Manager Other Services Managers Quality and Performance Manager.</p>
<p><b>Responsible for</b></p>	<p>Senior Housing First workers Senior Engagement workers Great Lives Administrator Housing First administrator</p>
<p><b>Summary of tasks/ functions</b></p>	<p>Development of a Service/ team plan which demonstrates how the Threshold objectives will be met within your area of responsibility. Budget holder for the contracts in your area of responsibility.</p> <p>Preparing and submitting bids for new services both as a sole provider but also in partnership with other organisations.</p> <p>Act as the principle link with the University of York to manage the evaluation process.</p> <p>Act as the first point of contact for external promotional or advisory work.</p> <p>Ensuring we build on our current expertise and continually improve and develop service provision</p> <p>Contribute to the development of toolkits</p> <p>To protect and promote Thresholds reputation as a provider of choice.</p> <p>To have a detailed and accurate awareness of the current risk profile of your area of responsibility and demonstrate that you are managing the risks</p> <p>Lead on developing and implementing continuous improvement across service delivery.</p> <p>The post usually has a clear framework of policies and procedures</p>

	<p>to follow, however, in the implementation and delivery of new models the postholder will be required to plan and deliver new ways of working within existing frameworks.</p> <p>Budget responsibility: Managing a budget of up to £1m</p> <p>Contribute to budget setting process based on your team/ service delivery plan.</p> <p>Responsible for managing the approved spend as per the delivery plan.</p> <p>Reporting variances and forecasts</p> <p>Delegated financial authority up to £10k</p>
<p><b>Competencies</b></p>	<p>An appropriate qualification and experience such that you can demonstrate transferable skills to meet the demands of the role:</p> <p>Demonstrate that you have expectations of a consistently high quality and performance of Threshold Services within your area of responsibility.</p> <p>An understanding of what an excellent service should look like</p> <p>An understanding of accountability with respect to the role.</p> <p>A sense of urgency about results, performance and standards</p> <p>Demonstrate the skills, commitment and leadership to lead your team to be the best in the sector</p> <p>Excellent judgement – always focused on the right things</p> <p>Ability to set performance targets</p> <p>A willingness to identify and ‘own’ problems while remaining positive that we can solve any problem presented to us</p> <p>Ability to take corrective action when monitoring activity shows that performance is declining</p> <p>An ability to manage declining or poor performance</p> <p>An excellent advocate and representative of Threshold values and behaviours.</p> <p>Ability to work within a team of Services Managers to ensure joint ownership and accountability of standards</p> <p>Budgeting and budget management skills</p> <p>Project Management skills</p>

	<p>Time management skills</p> <p>Interpersonal skills – strong communicator</p> <p>Planning skills</p> <p>This role requires a high level of technical knowledge and skills; however, it is the commitment to Housing First principles and the ability to adapt to new approaches so as to achieve results which are the most important requirements.</p>
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<b>Personal circumstances</b> Able to travel around Greater Manchester area Able to participate in an out of hours on-call duty roster	√ √	
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