**The Magdalene Group**

**Job Description**

**Supported Accommodation Manager**

**Job summary and purpose:**

The Magdalene Group offers a variety of front-line projects aimed at raising awareness and preventing the sexual exploitation of women and young people. The purpose of this role is to provide a high-quality home-environment to females, aged 16-18, who have experienced child sexual exploitation.

This is an exciting opportunity to manage a home providing specialist and therapeutic services. We are looking for someone who can establish this innovative, caring therapeutic home; who has a thorough understanding of the needs of young people and who will be able to lead a team to provide the best possible outcomes for young women. We are pleased to be working in partnership with Victory Housing Trust to provide this brand new project.

**Overall aims:**

* To provide a high-quality home environment to females aged 16-18 who have experienced child sexual exploitation.
* To establish this new supported-accommodation service and recruit, lead and direct staff, ensuring that they are supported to deliver the highest standards of service to young people and stakeholders.
* To establish a value-based, needs-led service, fully embedding the restorative approach.
* To ensure quality systems and contract-compliant service, that meet key performance indicators.
* To deliver sound financial management of the service budget.

**Key responsibilities**

**Staff Management:**

* To recruit, manage and lead staff, ensuring that they receive a full induction and ongoing training in their duties and undergo annual appraisal of their performance.
* To set clear expectations of quality standards, work plans and targets.
* Ensure staff performance is monitored through monthly supervision, identifying and assessing training and development needs as appropriate.
* To undertake probationary assessments and annual appraisal within specified time frames.
* To manage capability, disciplinary, probationary and grievance procedures effectively and in line with procedures.
* To manage sickness and other absence in line with policy and procedure.

**Housing Management:**

* To ensure all young people have a valid tenure and are inducted into the service, emphasising their rights and responsibilities.
* To effectively manage rent arrears, voids and maximise income.
* To comply with and implement health and safety policies.
* To implement, monitor and review a wide range of policies for staff and service- users.
* To ensure all maintenance issues are progressed using the maintenance systems.

**Service Delivery:**

* To ensure that all young people are provided with a high-quality person-centred service.
* To ensure young people’s views impact on the design and delivery of the service.
* To ensure the service meets the contract specification, KPI’s and targets.
* To produce accurate reports and data as requested and at specified intervals.
* To produce an annual work plan for service improvement and development that aligns with the organisational values and mission.
* To ensure that regular team meetings are held and recorded.
* To ensure working patterns and staffing cover meet the needs of the service and comply with service-provider contracted hours.

**Financial management:**

* To monitor income and expenditure and ensure that the project keeps within set targets and that income is maximised.
* To ensure that financial procedures are maintained at all times in accordance with procedures.
* To participate in annual budget preparation and monthly income and expenditure analysis.

**Liaison with outside agencies:**

* Represent EnRoute to external bodies, as appropriate to the remit of this post.
* To establish and maintain new and existing community services.

**Other duties:**

* To act in accordance with the aims and to implement equality and diversity policy, and other policies adopted by the board.
* To work flexibly including evening or weekends where required.
* To implement and manage the participation of the on-call system for all EnRoute’s projects on a rolling rota basis.
* To include any other duties within the scope of the post as directed by the area manager or other senior staff.

**Accountable to:** Chief Executive Officer

**Based at:** Victory Housing Trust, Cromer Road, North Walsham, NR28 0NB and The Magdalene Group, 61 King Street, Norwich, NR1 1PH

**Hours of work:** 30 hours per week.

**Salary:** £26,500 – £28,500 FTE, plus 5% pension.

**Annual Leave:** 26 days pro rota plus Bank Holidays.

**Other Requirements :**

* Due to the nature of the role it is a General Occupational Requirement that this position be filled by a female.
* Enhanced clearance by the Disclosure and Barring Service for children and vulnerable adults.
* Child protection training at The Magdalene Group’s expense, and in accordance with its child protection policy, and any other training necessary to maintain and develop skills and knowledge.
* Full clean UK driving licence.