

Job Description - Housing Support Manager

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| Reporting to | Head of Housing |
| Service Area | Housing |
| Location | Hillbrook House |
| Hours of work | 35 |
| Holidays | 6.6 weeks |
| Probation Period | 6 months |
| Contract Type | Permanent |
| Grade and Salary | £44,821.69 |

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Department introduction

The Housing team at YMCA East Surrey consists of Hillbrook House in Redhill which offers safe, supported and affordable housing to 44 young people, 4 semi – independent move on properties offering accommodation for a further 31 young people and Next Step which is a Private Rented Sector Housing Scheme working closely with Reigate and Banstead Borough Council and Tandridge District Council for those with a housing need.

Job Purpose

To lead and manage the delivery of high-quality housing support services for vulnerable individuals residing in supported accommodation. The role ensures residents receive tailored support to sustain tenancies, improve wellbeing, and progress toward independent living.

Key Responsibilities

1. To provide leadership, direction and line management related to housing support services across all supported accommodation.
2. To support a culture of collaboration, so that managers work together within the directorate and across the wider association.
3. To ensure the provision of high-quality services to service users in line with the organisational ethos and objectives.
4. Oversee resident support compliance at all supported housing accommodations to maintain ambitious standards of resident wellbeing.
5. Oversee the Housing Support guide and welcome booklet, to include Housing Support programmes and projects of support for staff and volunteers, such as Y-Focus, to facilitating the programmes and support residents.
6. Deputising for fellow Housing management when required to do so, e.g. annual leave, sickness.

7. To be on call out of hours occasionally as directed by the Head of Housing, deputising as required.

General

1. Represent YMCA with professionalism and compassion and maintaining a positive and inclusive public image.
2. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role.
3. Take responsibility for your own health and safety and that of others, reporting any risk promptly.
4. Conduct reasonable requests by the Head of Housing or CEO.

Key Working Relationships

1. Work with external agencies such as local authorities, and internal departments to ensure Housing operations compliance.
2. Represent YMCA East Surrey in multi-agency meetings and case conferences.
3. Complete, lead, prepare and present monitoring reports, compliance reports and meeting reports as required, directed, and designated by the Head of Housing, CEO, Trustees, and local authorities.

Scope of the Role and Limits of Authority

People Management:

1. Manage day housing support staff, to include appraisals, 121's, training, team meetings and staff wellbeing.

Delegated Responsibilities and Authority Limits:

1. Manage support staff and conduct appraisals, 121's, training, team meetings and staff wellbeing. Staff include:
 - 2 x Senior Support Officers
 - 4 x Support Officers
 - 1 x Y-Focus Officer
2. Recruitment of staff as required using safer recruitments protocols.
3. Ensure staff are sharing recording vital information and communication, achieving objectives, targets & compliance, to address any failings or development areas.

Specialist Resources:

1. Ensure accurate record-keeping across multiple IT platforms.
2. Lead on the implementation and compliance of new housing regulations, to include the Housing Support Act (2023).
3. Play a key role alongside other housing management to execute social and supported housing regulations ensuring compliance for YMCA East Surrey.
4. Develop, maintain, and implement policies related to housing laws and regulations.
5. To have CIH Housing Level 4 qualification or equivalent to aid service delivery.

Financial Resources

1. Having ownership of a pre-paid card for support services, implementing strict controls on issuance, monitor transactions regularly, and reconcile balances promptly to prevent misuse and ensure compliance.
2. No budget management, however, to ensure budget control compliance within support services remits by consulting with the Head of Housing, Chief Executive, and the Finance Manager, considering the needs of the overall association budget.

Information and Communication Resources

1. To consult with the Fundraising and Development Team on any development of new projects and grant and fundraising applications for the Association's housing work.

2. To work with YMCA East Surrey's Marketing Team to ensure housing services are effectively promoted using our website and other relevant media.

3. Promote the work of the association at a local and regional level.

Legal Regulatory and compliance responsibility

1. Maintain YMCA East Surrey's compliance with all housing legislation, regulatory requirements, and quality standards.
2. Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
3. Ensure compliance with UK GDPR, and organisational data protection policies.
4. Ensure compliance of the YMCA East Surrey Resident Support Guide.

Person Specification

| | Essential | Desirable |
|-------------------------------------|---|--|
| Education and Qualifications | <ul style="list-style-type: none"> Minimum CIH Level 4 qualification or equivalent. | <ul style="list-style-type: none"> Prepared to undertake the CIH level 4 qualification within 12 months of appointment. |
| Knowledge and Experience | <ul style="list-style-type: none"> Proven experience in housing management, preferably within supported housing. Strong knowledge of housing legislation and safeguarding practices. Excellent leadership, communication, and organisational skills. Experience of establishing and maintaining effective working relationships with other agencies and professions Ability to work independently and manage crisis situations. Experience of demonstrating compliance for external regulatory inspections and/or accreditations. | <ul style="list-style-type: none"> Comprehensive, up to date knowledge and understanding of the welfare benefits system. Experience within the YMCA movement. Understanding compliance of housing legislation, regulatory requirements, and quality standards. Experience of giving benefit advice and maximising income. |
| Key Skills and Abilities | <ul style="list-style-type: none"> Demonstrable experience in collating, analysing, and reporting data from a range of sources and making recommendations for performance improvement. Ability to collaborate with managers to influence change, encourage innovation, creativity, and continuous improvement. Develops positive and respectful working relationships with colleagues and stakeholders and manages sensitive situations with professionalism and empathy. | <ul style="list-style-type: none"> Able to respects the Christian Ethos of the YMCA and uphold its values. Good working knowledge of data protection and information security. Excellent spoken and written communication skills with an elevated level of diligence. Demonstrate an elevated level of professional credibility, integrity, and emotional resilience. Excellent organisational skills with the ability to keep things simple. |

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| | <ul style="list-style-type: none"> • Communicates information clearly and appropriately for different audiences, using accessible formats and adapting approach based on feedback. • Plans and prioritises tasks effectively to meet agreed deadlines, seeking support or adjustments where needed. • Collaborates effectively within a diverse team, values different perspectives and contributes to a positive and inclusive working environment. • Navigating charity policies and compliance requirements. | <ul style="list-style-type: none"> • Safeguarding knowledge and experience. |
| Personal Attributes | <ul style="list-style-type: none"> • Commitment to equality, diversity, and inclusion in all aspects of work and understanding of how it applies to own role. • Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders. | <ul style="list-style-type: none"> • Values collaboration and respect for different perspectives. • Open to learning and continuous development. |
| Other | <ul style="list-style-type: none"> • Flexibility to occasionally work outside standard hours, including evenings, weekends and/or bank holidays with advance notice and support provided. • A strong command of Microsoft Office including Word, Excel, and PowerPoint, SharePoint • Ability to travel to various locations as required for the role. The organisation will consider reasonable adjustments and alternative arrangements to support this requirement. • Subject to a satisfactory Enhanced with Children's barred list DBS disclosure. | |

Employee Declaration

I confirm that I have read, understood, and agree to the expectations outlined in this job description.

Name:

Date:

Signed: