

VALLEY HOUSE

SERVICE MANAGER – SUPPORTED ACCOMMODATION **(Domestic Abuse Complex Needs Service)**

JOB DESCRIPTION

Responsible to:	Director of Operations
Responsible for:	Front line staff, volunteers and social work placement students
Conditions of Service:	25 hours per week. 26 days pro rata annual leave per annum. 1 additional day's leave for every 2 years of service up to a maximum of 29 days per annum (pro rata). Public holidays. Pension contribution to Valley House group personal pension scheme
Salary:	£19707 (FTE £29,560)
Location:	Coventry

Main Purpose of Job:

- Responsible for the effective delivery of a high-quality service for survivors of domestic abuse with complex needs accessing Valley House Safe and Supported Accommodation in accordance with Valley House's operational policies and procedures
- Ensure contractual and other funding requirements are met and high-quality standards are maintained
- Provide line management and support to designated staff, volunteers and social work placement students within the service
- To ensure internal safeguarding policies and procedures and external requirements are adhered to
- To work with the Director of Operations to effectively manage the service budget, maximising income and minimising bad debt
- To prepare all monthly and quarterly internal and external monitoring and reporting requirements

Key Tasks and Responsibilities:

- To monitor occupancy and void levels, ensuring targets are met
- To ensure service delivery meets expected internal and external standards
- To ensure, in conjunction with the maintenance team, that all accommodation is maintained to a high level
- To ensure, in conjunction with the Central Services/HR Manager and maintenance team that all H&S requirements are monitored and met
- To work closely with the Valley House Children's Safeguarding Lead and Adult Safeguarding Lead, adhering to internal policies and procedures and attending meetings as required
- Lead on the recruitment and induction of all new staff and volunteers within the service

- To supervise, line manage and coach staff and volunteers within the service, supporting their professional and personal development
- To take part in delivering training to Valley House staff
- To monitor income and expenditure, ensuring timely collection of all service charges and taking appropriate action when needed
- To sign off purchase orders as needed
- To act as the outward face of Valley House with key partners and stakeholders
- To complete all expected internal and external reporting and monitoring
- To take part in an on call out of hours rota with other managers

Corporate Responsibilities:

- Adhere to all Valley House policies
- Ensure the effective implementation of Valley House Equality and Diversity policies
- Ensure the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Act as an ambassador for Valley House
- To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member

- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail**
- 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform and these will be taken into account when the post is reviewed.**
- 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
- 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
- 5. All posts at Valley House are subject to continued funding.**
- 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS & EXPERIENCE
NVQ Level 3 in a related area of work and/or a minimum of 3 years relevant experience with survivors of domestic abuse
Mental First Aider qualified or willing to undertake this training
Experience of recruitment, induction, managing and supporting staff or volunteers within an organisation that works with vulnerable service users
Experience of working in partnership with a range of different agencies
Experience of record keeping and report writing
KNOWLEDGE AND UNDERSTANDING
Knowledge and understanding of the difficulties faced by survivors of domestic abuse
Knowledge and understanding of domestic abuse, mental health and alcohol and drug misuse
Knowledge of effective interventions in relation to working with survivors of domestic abuse where complex needs are present
Knowledge of best practice in relation to safeguarding adults and children
Understanding and passion for the work of Valley House
SKILLS AND ABILITIES
Ability to work effectively within a team and on own initiative
Ability to provide leadership
Ability to work under pressure and to tight deadlines
Competent in the use of IT tools, including Word, Excel and Outlook
Excellent written and verbal communication skills
ADDITIONAL REQUIREMENTS
Ability to work flexible hours
To take part in an out of hours on call rota with other managers
A current and valid driving licence and use of a vehicle