



JOB DESCRIPTION

Job Title:	Service Manager
Company:	ClwydAlyn
Department:	Supported Living
Responsible to:	Supported Living Manager
Responsible for:	Deputy Managers, Project Workers, Assistant Project Workers and Ancillary Staff in creating an environment where our residents can flourish.
Location:	The Post Holder will manage teams within the Wrexham Foyer Complex.
Qualifications:	Essential - Relevant experience in managing Supported Living Services and/or Homeless Services. Desirable - A recognised qualification in Housing, Family Welfare, Social Care, Supported Housing, Addictions Studies, Mental Health. NVQ 3 and above in a relevant discipline and/or relevant experience.
Date of Evaluation:	December 2022

Working within our Values

As a Service Manager you will play an active role in creating environments where our residents can flourish. You will be someone who values inclusivity and is passionate about giving people support in their home and within their community to improve their quality of life. Our mission at ClwydAlyn is "Together to Beat Poverty!" and your role is key in helping us to eradicate the causes of poverty across North Wales by enhancing the lives and promoting the wellbeing of our residents.

Relationship building and teamwork is key to the success of this role. You will lead teams within one large service who provide advice and support to our residents, empowering and encouraging them to make positive choices which could lead to volunteering, apprenticeships, work placements, education and ultimately moving onto living an independent lifestyle and contributing and feeling part of the community.

The role is both challenging and rewarding. Making a real difference to people's lives means that you'll need to be bold, passionate, and confident in having open and honest conversations.

At the heart of the Service Manager Role you will be;

- Leading your team in facilitating opportunities including activities for residents which will promote social inclusion, confidence, social skills, wellbeing and diversity.
- Conducting regular supervision for your Deputy Managers, including the identification of any professional development needs, and taking the necessary action to ensure such needs are met, providing day to day support and direction to the team.
- Lead your team in providing specialist addiction/mental health support including psychosocial interventions, harm reduction and risk management to residents with co-existing mental health and/or substance misuse needs.

Lead on evidence led psychosocial interventions in a trauma informed way.

- Ensuring all housing management functions and building compliance responsibilities are fulfilled across your service.
 - Reviewing performance against budgets ensuring the services are set appropriately in line with the revenue for the service and managed within the budgetary parameters.
 - Driving change and continuous improvement, work collaboratively with partner agencies to develop solutions to the challenges we face.
 - Monitoring and report on performance within service areas driving continual improvement.
 - Undertaking assurance activities to ensure compliance with all safeguarding, health and safety practices.
 - Representing ClwydAlyn through contribution to local, and organisational consultations, planning and development activity.
 - Establishing effective consultation mechanisms that encourage residents to help shape ClwydAlyn services.
 - Liaising with external agencies and advocating for serious or complex matters on residents' behalf (this could include case conferences, core group meetings, or other case specific strategy meetings)
 - Understanding and ensuring that the service meets the standards expected by Welsh Government, Commissioners and ClwydAlyn.
 - Working as part of a rota for on-call
- Be open and have honest “fierce” conversations, be willing to accept and act on constructive feedback, keeping people informed, and always do what we’ve said we’ll do.

Be able to create and manage Rota's effectively for staff members to deliver effective support to our residents safely.

- Lead by example, demonstrating our values, behaviours, and Code of Conduct.
- Have a resilient approach to dealing with challenging behaviours and provide a trauma informed solution.
- Take pride in your working environment, empowering your team to do the same.

Knowledge

- 2.1 Relevant employment law and practices relating to the management of staff.
- 2.2 Understanding of homelessness that enables you to recognise and understand the risks, causes and impact.
- 2.3 Equality, diversity, and other factors that can result in disadvantage or discrimination that enables you to recognise it and respond, both in relation to residents and staff.
- 2.4 Housing law that enables you to advise your team to ensure residents' rights and responsibilities (and landlord's responsibilities) are understood and upheld.
- 2.5 ACEs and trauma that enables you to understand their impact, avoid using retraumatising practices and apply trauma and psychologically informed approaches.
- 2.6 How related issues such as substance use, mental health, and offending behaviour can impact on a resident's support and progress, in addition to how a service operates.
- 2.7 The Welfare benefits system that enables you to advise and assist residents to receive the benefits they are entitled to, and the processes involved in signposting people to further support, advice, and guidance.
- 2.8 Enhanced harm reduction strategies that enables you to advise and assist residents in reducing the risks of their lifestyle/situation.
- 2.9 Local and national safeguarding practices and procedures.
- 2.10 Relevant health and safety law and practice including building safety regime and fire safety.

Disclosure & Barring Service Check requirement:

This role has been assessed as requiring an **Enhanced Level Disclosure and Barring Service (DBS) with Barred List check** due to the work being undertaken being performed directly with vulnerable groups or children which is deemed regulated activity.