

Head of Homeless Services

Our Purpose: To meet need wherever we find it.

Location	National
Reports to	Chief Operating Officer
Responsible for	<ul style="list-style-type: none"> Service Managers
Salary	£69,400 (pay award pending)



About the role

To provide exceptional leadership, quality and person-centered specialist services for people affected by homelessness across SJOG services.

A large part of this role is to lead on the strategic direction of homeless prevention and support the commissioning objectives of local authorities. This will involve remodelling and reshaping existing service so we can be of more help in homeless prevention and resettlement.

The Head of Homeless Services will provide excellent leadership, direction and effective management of team's and their resources. As a member of the senior management team this role will ensure all colleagues understand, embrace and deliver on SJOG's values and business plan objectives.

Objectives	Typical Duties
<p>Actively support the vision, mission, ethos and values of the charity</p>	<ul style="list-style-type: none"> Promote and sustain a culture that integrates SJOG's values, i.e. respect, compassion, hospitality into the day-to-day life of services. Communicate and deliver on the purpose of the charity, by ensuring all colleagues promote exceptional learning disability practice. Willingly respond to a need within the charity that is in keeping with the values of the charity. To aspire and promote cutting edge work so that outcomes for the people we support are maximised. Ensure SJOG's values are led and underpinned in all practice. Be an exceptional role model to all colleagues.

To lead on the development and implementation of SJOG's national Homeless Reduction Strategy that takes account of business, operational management and practice objectives

- To scan the strategic direction of local social and health authorities on matters related to ending rough sleeping, homeless reduction strategies and winter bed initiatives.
- Be able to spot gaps in service provision and design new concepts and services into actual deliverables.
- To steer the direction of business plans and work closely with commissioners.
- Develop business plans, monitor and report on quality, impact and growth.
- Develop a range of holistic services which contribute to homeless reduction so that people can remain resilient in their own communities.
- Utilise all research and good practice guidance so that the outcomes of people are maximised.
- Develop positive relationships with commissioners and be able to support, influence and promote opportunities to help prevent and reduce homelessness.

Ensure that people's right to feel safe and secure in all aspects of their life is upheld across all services

- To promote the rights, interests, needs and choices of people, in the planning, delivery and reviewing of their service.
- Ensure people are supported to make their own decisions where possible and fully promote best practice on consent and the Mental Capacity Act.
- Ensure good systems in place to facilitate positive risk taking so people are safe, independent and living a life that is rich in purpose, meaning and personal fulfilment.
- Ensure services adhere to the charity's safeguarding policies and procedures and have in place rigorous processes for safeguarding vulnerable people.
- Listen to the Advisory Council on lived experience so we continually improve service experience.
- Ensure safeguarding issues, when they occur, are dealt with in line with best practice and commissioning procedures.
- Be a safeguarding lead for the charity and keep abreast of latest research and development in the field.
- Liaise with external agencies in the interests of keeping people safe from harm.
- Promote outcome focused services so that people maximise their choices, preferences and goals.
- Work closely with Housing colleagues to ensure people understand their accommodation support and responsibilities.
- Design environments that are psychologically informed so people can recover and thrive.

To support in tendering opportunities, and lead on all successful tenders, specifications and contractual obligations

- To maintain an evidence bank of performance impact data and case studies in readiness for potential tender submissions.
- Act as contract manager/contact person for homeless services and meet with commissioners regularly.
- Oversee all successful mobilisation planning.
- Prepare and publish social impact report for the full year of a new service to commissioners.
- Report, monitor and submit all contractual information.

To lead services in all areas of quality and risk by surpassing national standards and deliver exceptional services

- Undertake regular quality assurance audits in all services to ensure quality and compliance is exceptional.
- Ensure management reporting links with governance procedures so that when escalating concerns, there evidence is available via procedures.
- Attend Quality & Risk Committee meetings when requested and present service information to Trustees.
- Prepare and present quality and risk performance at deep dive 'spotlight' meetings at the request of the Chief Operating Officer.
- Operational risk procedures are implemented immediately and rectified quickly.
- Undertake root cause analysis on all breaches so that learning occurs.
- Support Managers with their development of systems and processes for evaluating performance against contractual and regulatory requirements.
- Embed national practice standards into policies, procedure and practice.
- Support in developing, implementing and monitoring clinical governance across services.
- Review, monitor and address incidents, accidents and debriefing when events occur.

Make sure that the charity effectively deals with any serious incidents or concerns whether related to people who use the service or colleagues and effectively learn from these events

- Ensure all Service Managers receive one-to-one support every month to offer wellbeing support and monitor performance.
- Ensure all Service Managers receive annual performance reviews and Personal Development Plan.
- Promote performance management policies and procedures positively and actively utilise these when required.
- Promote practices that encourage reflection and build capacity within staff teams for self –evaluation.
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- Take responsibility for your own continuous personal and professional development and agree a development plan with the Chief Operating Officer.
- Work with other Heads to develop cross functional learning and development.
- Attend forums, seminars and conferences relevant to service area.
- Keep abreast of the latest research and undertake any training necessary to maintain knowledge level.
- Assist in the develop of research and publication of reports.
- Lead on all investigations related to learning disability services' disciplinary/grievance/safeguarding issues.
- Support and advise the investigator/ investigating team to ensure that incidents are investigated effectively, and that high quality reports of findings and actions are provided in a timely way.
- Provide regular reports to the Chief Operating Officer during investigation/s.
- Inform the Chief Operating Officer where there is a possibility of media attention or significant reputational risk from an incident/concern.
- Liaise with the People Team as and when required on all performance issues relating to services or colleagues.
- Monitor team cultures, wellbeing and morale across all services.
- Liaise with external professionals as required.

Person Specification

- Experience of multi-site management
 - Significant experience of working with homeless people, rough sleepers and/or vulnerable adults
 - Strategic knowledge and understanding of the commissioning environment and contract management
 - An understanding of housing laws & the benefits system
 - Significant experience of working with people with mental health, drug or alcohol problems
 - Track record in leadership and management and achieving outcomes for people
 - Strong belief in the rights of people who use services to lead and direct the services they use
 - A proven track record of budgetary management
 - Excellent oral and communication skills
 - Able to make sound and difficult decisions
 - Excellent relationship management and interpersonal skills
 - Ability to think strategically
 - Able to spot potential and develop it
 - Able to negotiate sensitively with a diverse group of professionals
 - Able to work unsocial hours and weekends, as required
 - Able to travel nationally as required
 - Ability to produce strategic reports
 - Ability to write successful tenders
- Leadership and management qualification at Level 6 or 7
 - At least 5 years or more at a senior operational/strategic level
 - Degree in Homelessness and/or Housing
 - Experience of service design modelling, mobilisation and implementation
 - Experience of business planning