

SUPPORTED HOUSING SERVICE

JOB DETAILS

Job Title: Supported Housing Manager

Conditions: Full Time, Fixed Term until October 2026 (Secondment Cover)

Responsible to: Head of Supported Housing

Location: 190 Longstone Street, Lisburn, BT28 1TT

Hours of Employment: **Full Time:** 37.5 Hours per week: This will respond to the needs of the Service. Occasional evenings, weekends and bank holidays will be required.

Salary: £ 33,024 per annum and pension 4% of salary.

Holidays: 36 days per annum
(Increasing by 1 day per year of service up to a maximum of 41 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed).

This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offers a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.

It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).

JOB DESCRIPTION

ROLE OVERVIEW

MACS provides support services for young people who may be experiencing a range of issues including homelessness or at risk of homelessness, substance use, mental health difficulties, anti-social behaviour, leaving care, self-harm and/or suicidal thoughts.

The Supported Housing Manager is responsible for leadership, the management and ongoing development of a Supported Housing service which incorporates:

- 1 Assessment flats (UNOCINI) for 16-17 year old homeless – short stay
- 1 Assessment flat for Unaccompanied minors- short stay
- 3 Flats for Care experienced young people – 2 year stay 16-21 years
- 4 Flats for young people who are assessed by NIHE as homeless – 2 year stay aged 16-21 years.

You will work in conjunction with the Head of Supported Housing to lead developments in the relevant Trust area for the provision of quality accommodation and Support Services for young people who are homeless, at risk of homelessness or who are leaving care.

This Job Description demonstrates the job role, duties and responsibilities.

User, Stakeholder and Community Engagement:

- Provide leadership and direction for a Supported Housing service, ensuring accommodation and support is provided to care experienced / homeless young people in line with statutory requirements, strategic objectives and good governance.
- To lead and manage a Supported Housing staff team, including completion of formal and informal supervisions.
- To develop, implement and review a rota to best meet the needs of the service, to ensure consistency and continuity of care for Young People and the health and wellbeing of the team.
- To ensure best practice in supporting young people and ensure the smooth running of a Housing Service. Providing a quality service that meets the needs of young people to attain, manage and maintain their own accommodation.
- Ensure that young people in MACS Supported Housing have a safe and nurturing home from which to build the skills, confidence and networks to run their own home in the future.
- Identify, explore and develop new opportunities in partnership with Supporting people, Trusts, Housing Executive to address unmet need to ensure that there are an appropriate range of Services to meet young people's needs.
- To maintain the profile and reputation of MACS as a forward thinking and strategically relevant organisation.
- Ensure partnership working with social services and the PSNI is undertaken and evidenced in relation to keeping young people safe in relation to child protection and safeguarding, so that a multi-disciplinary approach is adopted when required.
- Ensure young people are clear and informed of statutory processes and requirements and of legal recourse.

- Identify and maintain key relationships with stakeholders; Supporting People, NIHE, Housing associations, Trust, PSNI, the community etc. so that young people have a champion and advocate and understand the responsibilities that come with living in a community setting.
- To maintain the profile and reputation of MACS as a quality Service provider and to champion the MACS approach to practice.
- Development of innovative and bespoke recording mechanisms to best demonstrate the journey and experiences of young people and can reflect their experiences in a range of formats, not just in the written word.
- To ensure that the Child Protection, Safeguarding Adults and Lone Worker Policies and Procedures are implemented to safeguard young people and staff.
- To ensure adherence to the organisational policy and procedure, paying particular attention to those in relation to housing.
- To participate in and consult with the team in relation to the review and implementation of Policy and Procedure.
- Evaluate and monitor agreed targets as set out in the Supported Housing Service Balance Scorecard to ensure targets are met in line with contractual agreement and expectations as outlined in balance scorecard this will include participation in meetings.
- Participate in all meetings relevant to the Supported Housing Service.
- To support the development and implementation of social pedagogy as an approach to practice within the team to offer young people alternative ways of gaining support through promoting wellbeing, learning and growth.
- In line with MACS values young people have the opportunity to lead and effect change in Policy and direction at both Service and Organisational levels, to actively promote participation amongst the young people in the service, in conjunction with the Participation Worker
- To ensure the implementation of an ongoing programme of group work for young people including fortnightly House Meetings.
- To ensure young people receive the appropriate level of support based on their individual support needs and identified safety concerns.
- Ensure prompt completion of incident reports and communicate these to the Manager, adhering to safeguarding Policy and Procedures and effective communication in regard to relevant safeguarding issues.

Learning and Development

- To provide awareness of the Housing Rights of Young People and to advocate on their behalf.
- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and lead team meetings to work on agreed targets, alongside Team Leader.
- To prepare and update Learning and Development plan in relation to team and individual training needs.
- To promote team and individual learning and development, through the facilitation of

regular team meetings, team days, reflective sessions when required.

- To role model a willingness to reflect, learning from mistakes, celebration of achievements and continuing professional development.
- To recruit, induct and supervise relevant staff, ensure the recruitment process meets the needs of the Service and Team currently in place.

Governance

- To adhere to NISCC standards of conduct and MACS Policies and Procedures including, Safeguarding and Lone Worker in order to safeguard and protect Young People and Staff.
- Working effectively within a team, ensuring information is communicated with Young People and external agencies.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the house.
- To ensure all recordings and communication are in line with statutory and MACS requirements and GDPR guidelines and communicated in a timely and appropriate manner, in line with GDPR guidelines.
- To be pro-active in Service-Development, network with external agencies and promote of the profile of MACS.
- To ensure effective management of service budgets in partnership with MACS finance team. Facilitating regular consultation with the finance team so any expenditure is in line with budgets with regular review, financial accountability and value for money.
- That Housing benefit is secured, monitored and managed for all relevant young people. Young people are in receipt of correct benefits were applicable and that there is clear communication between internal teams and external bodies.
- Updating and maintenance of MACS databases on a regular basis, including HR, payroll and finance for your team to ensure effective governance.
- Ensure staff adhere to the relevant processes required in regard to HR and Finance.
- Complete regular audits to ensure that appropriate professional records are maintained in conjunction with Supporting People, Health and Social Care Trusts and RQIA requirements.
- To ensure standards are maintained and evidenced in the day-to-day work of staff and any issues relating to practice are addressed.
- Ensure Health and Safety and Fire Standards are maintained as per Health and Safety and Fire Safety Policy and Procedures, to promote the safety of staff and young people and ensure the requirements from external agencies are met.
- Provide a timely response and follow up to issues raised through the complaints process in line with policy and procedure. Ensuring young people are aware of the complaints process, that any learning is implemented and any concerns are addressed from mistakes made, whilst also ensuring staff and young people are supported in the process.
- To ensure there is transparency in regard to any complaints made, these are communicated effectively, and any necessary improvements made.

Other Duties

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the young people and service, always putting young people first.
- To work shift patterns that meet the needs of the young people.
- To participate in the On-Call manager rota, ensuring staff in each service receive appropriate advice and support after 5pm and at weekends.

PERSONAL REQUIREMENTS

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
Degree in Social Work or Youth and Community Work or equivalent WITH 3 years' experience of working with at risk young people. 2 years' experience of supervising staff, developing and managing a service.	ESSENTIAL	SHORTLISTING
OR 5 years' experience of working with at risk young people WITH 2 years' experience of supervising staff, developing and managing a service.		
CRITERIA 2		
Experience of providing housing support.	ESSENTIAL	SHORTLISTING
CRITERIA 3		
Demonstrate the ability to proactively solve problems and respond to the changing needs of young people and staff.	ESSENTIAL	INTERVIEW
CRITERIA 4		
Experience of liaising with statutory agencies to meet the needs of the young people.	ESSENTIAL	INTERVIEW
CRITERIA 5		
Able to demonstrate excellent written skills.	ESSENTIAL	SHORTLISTING
CRITERIA 6		
A full, current driving license with access to a car, insured for business use is required to meet the requirements of the post in full.	ESSENTIAL	SHORTLISTING