**JOB DESCRIPTION – HOUSING SUPPORT MANAGER (ROSENDAEL)**

1. **Introduction**

SVR is a Registered Social Landlord and is regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of the Charity’s work can be found at: [www.svronline.org](http://www.svronline.org/).

**Our Vision**: All Veterans living as independently as they are able, in a place they are proud to call

home.

**Our Values**: Dignity and Respect

Unity of Purpose

Expert provision of Service

**Our Mission**: To provide quality support and accommodation to as many ex-Service and Merchant

Marine personnel as possible, for as long as they need it, in order to assist those that

are able to return to independent living.

Rosendael is a registered Housing Support Service located in Broughty Ferry, Dundee accommodating up to 44 residents in single en-suite rooms with a full catering service. As well as person-centred support, the service offers a range of recreational activities and a counselling service.

1. **Job Details**

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| **Job Title** | Housing Support Manager | **Line Manager** | Chief Executive |
| **Hours** | 37.5 hours per week | **Salary** | £38k – £42k dependent on experience + benefits |
| **Place of Work** | Rosendael, 3 Victoria Road, Broughty Ferry, Dundee, DD5 1BE | | |

1. **Main Responsibilities**

* The quality and delivery of the housing support service offered at Rosendael. This is to be in accordance with the Vision, Values and Mission of SVR and, in compliance with the standards set by the relevant regulatory and statutory bodies.
* Delivery of a service which assesses the support and accommodation needs of potential residents and, where the service is deemed appropriate, assist residents to maintain their Occupancy and Support Agreement.
* Lead, manage and develop the Rosendael staff team This includes promoting an environment of successful and mutually supporting team working.
* Contribute to quality improvement within SVR as a member of its Senior Management Team.
* The management of external providers and contractors within the delegated level of financial control.

1. **Principal Accountabilities**

* The setting, monitoring and delivery of the housing service budget.
* Ensure that teams are trained and structured, to meet statutory responsibilities and agreed service priorities.
* Provide specialist, professional advice, and support to staff, encouraging them to adopt approaches in keeping with policy/procedure, legislation & statutory requirements.
* Through a range of quality assurance activities ensure that quality standards are  met, maintained, and improved.
* Oversee the provision of a catering service to residents liaising with the Chef Manager, as necessary.
* Recruitment of staff including the completion of recruitment paperwork, short listing of candidates, conducting interviews, and delivering appropriate induction plans.
* Implement SVR’s HR policies.
* Maintain and develop relationships with stakeholders, particularly Local Authorities and charities that refer Veterans for supported accommodation.
* Identify new stakeholders in health & wellbeing, education & training, social and permanent accommodation arenas, and ensure they are aware of Rosendael’s services.
* Prepare for and participate in regulation and inspection, ensuring work plans for the team are developed, implemented, and updated.
* Ensure the safety of residents, staff, and the premises at all times. This includes assuming delegated responsibility and becoming the responsible person for the building.
* Responsible for the management and participation in an on-call service ensuring that residents and staff are safe and supported during periods out-with normal business hours.
* In partnership with colleagues, be responsible and accountable for the overall KPIs for the service.
* Implement procedures to ensure effective service delivery for both residents and staff.
* Monitor and resolve complaints where appropriate.
* Maintain   the personal   records   of   all   residents as required by the statutory and regulatory bodies and authorities.
* Ensure cultural and diversity awareness is built into all operations.
* Provide regular reports on the operation and activities of the service to the Chief Executive and Residents’ Committee.
* Actively participate in the Senior Management Team of SVR, communicating and sharing best practice effectively.
* Cover for other housing support managers when required.
* Carry out such duties and responsibilities as may reasonably be directed by the Chief Executive.

1. **Person Specification – Knowledge, Skills and Experience Needed for the Job**

The essential qualifications and characteristics that will be required of the person undertaking the role are:

## SVQ Social Services & Healthcare SCQF Level 9 and SVQ Care Services Leadership & Management SCQF level 10; or an equivalent that qualifies you to manage a Housing Support Service.

* Proven management and leadership experience of a medium to large team within a supported housing service or social care setting.
* Experience of managing processes and systems, including quality standards, risk, and financial management.
* Competent in the use of Microsoft 365 suite.
* Strong analytical skills with ability to maximise performance and productivity.
* Able to manage multiple issues simultaneously.
* A confident and effective decision maker.
* A strong commitment to high quality individual-centred service and practice.
* Excellent communication skills and ability to tailor these to differing audiences.
* Commitment to continuous development of own skills and knowledge.
* Commitment to working within SVR’s Equal Opportunities Policy.

1. **Other Relevant Information**

* Responsible for the management and participation in an on-call service ensuring that residents and staff are safe and supported during periods out-with normal business hours.
* The post has 5direct reports and a staff team of 28.
* Experience of working with vulnerable adults would be advantageous.
* A connection with the military and Veterans would be advantageous.