

**Title:** Housing & Homelessness Manager

**Reporting to:** Head of Services

**Hours:** Full time 35 hours a week

**Contract** Permanent with six months' probation

**Closing date** 10<sup>th</sup> June 2022

## **About us**

The Refugee and Migrant Centre (RMC) is an established, multi award winning charity that provides a safe, welcoming environment to thousands of refugees and migrants living in the Black Country and Birmingham.

Our highly skilled and diverse staff team provide a broad range of services including advice and support on immigration (OISC regulated level 1, 2 & 3), employment, welfare, education, ESOL, housing, homelessness, destitution, citizenship, health and wellbeing.

RMC have been assisting beneficiaries to access and sustain appropriate accommodation and improve their housing and living conditions for nearly two decades. RMC also deals with many aspects of homelessness, destitution, rough sleeping, exploitation, etc.

## **Purpose of the Job:**

The Refugee & Migrant Centre (RMC) are a well-established, multi award winning regional charity, renowned for its work in assisting refugees and migrants through crisis and disadvantage; we remove barriers to integration and help our clients to become equal citizens via a whole person approach to delivery of services. RMC have a very broad remit and an extremely varied service user base.

The Housing & Homelessness Manager will join RMC at a management level and will work closely with the Head of Services, Regional Operations Manager and other key managers. This is an exciting time to be joining the team, as RMC grow to meet our aspirations. We are strengthening and expanding our infrastructure following a period of rapid growth in activities and development as well as in staff numbers and turnover.

## **Purpose and Scope of the Role**

This role is essential for the day-to-day management of our Housing & Homelessness services and in particular, the delivery of front-line services. You will ensure that an excellent quality service which meets the needs of people experiencing housing and associated difficulties is provided at all times. To this end, you will lead and supervise a staff and volunteer team delivering a specialist service.

This role sits within our casework team which offers holistic advice and a whole person-centred approach. The housing support speciality will help people to prevent the loss of their homes, to resettle after a period of homelessness and where their housing issues are as a result of domestic abuse. People we work with might be facing difficulties such as mental health issues, drugs and alcohol use, anti-social behaviour or domestic abuse. We work with the whole household and support individuals and

families through our specialist workers where relevant and link clients in with a range of in-house and external support. The Housing Manager's role provides oversight of this support to clients, ensuring that all issues are appropriately assessed and managed, through line management of staff, risk assessments, safeguarding and service overview. This role will develop and lead on multi agency relationships across the region to ensure that all support is delivered taking account of statutory and voluntary services available.

### **Description of the role- main objectives**

- To support and manage the staff team delivering housing & homelessness services to ensure the most effective service is delivered to our clients.
- To ensure the service adheres to RMC's Quality Standards and meets contractual and internal performance targets
- To support the integration of volunteers in the service, offering input to their recruitment, training, management and organisation.
- To assist in the marketing and promotion of the service
- To ensure the service is professional, impartial, pragmatic and focused on getting the best outcomes possible for our clients.
- To develop RMC's Housing & Homelessness work to the next level looking at ways to support clients after initial crisis period.

### **About you**

You will be someone who can demonstrate the following knowledge, skills and experience:

- Experience of day to day staff and service management, including casework support and supervision
- Specific and demonstrable experience of managing housing advice provision
- Experience of promoting the take- up of services amongst multi- disciplinary teams
- Competent in the use of a range of IT tools to carry out your work, including case management systems, Microsoft applications, internet and email etc.

### **Key responsibilities**

#### **Managing staff to ensure Housing support service delivery**

- To set stretching and realistic objectives and targets for individual staff members that enable the service delivery to meet its targets for funded projects/contracts.
- To line manage staff to meet those objectives and targets and to develop their skills, including coaching, mentoring and training individuals and the team.
- To ensure all service delivery meets contractual, quality and professional internal targets and standards.

- Be responsible for people management - including attendance, performance, motivation and learning and development needs.
- Monitor the level, nature and quality of RMC casework, ensuring a fair distribution of work among staff.
- To contribute to the day-to-day management of the service.
- To be responsible for the rota and ensuring that the service has adequate cover.
- To manage volunteers, including supporting their recruitment, training and development.

### **Provision and Development of Service**

- Monitor the effectiveness and efficiency of service delivery.
- To develop RMC's Housing & Homeless work and look at ways to support clients once the initial housing crisis is dealt with and they are in more sustainable housing.
- Identify best practice, develop and implement improvements to ensure client needs are met.
- Promote and market the service and work closely with other managers
- Promote effective working relationships with appropriate external agencies and internally across RMC's departments.
- Assist in the development and implementation of service user involvement activities

### **General**

- Contribute to, or lead regular team meetings, including advice team meetings.
- Produce management reports.
- Work in accordance with the appropriate operating model
- Respond promptly to reasonable internal and external information requests.

**A DBS check will be carried out for this post.**

### **Flexibility**

In order to deliver the stated aims of for this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above, such duties will fall within the scope of the job and be directly related within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

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## **Person Specification**

<b>Approach</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrate understanding and commitment to equal opportunities and diversity	✓	
Demonstrate a commitment and enthusiasm for working with our service user group	✓	
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓	
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓	
Demonstrate a proactive approach to work	✓	
Strong team player, able to be flexible in response to changing priorities / needs.	✓	
<b>Knowledge &amp; skills</b>		
Understands the case management of tenancy related issues	✓	
Knowledge of Welfare Benefits and how they relate to Housing provision	✓	
Knowledge of Housing Legislation	✓	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓	
Good verbal and written communication skills, including accuracy and attention to detail	✓	
Good interpersonal skills including listening and display empathy	✓	
Excellent organisational skills, able to prioritise effectively and meet deadlines	✓	
Apply and promote risk management to work practices, working in line with policies and procedures	✓	

Demonstrate an awareness of GDPR and the need for confidentiality when dealing with personal information	✓	
Has a relevant vocational or academic qualification	✓	
<b>Experience</b>		
5 years plus Housing management experience	✓	
Experience of managing teams	✓	
Experience of working with vulnerable groups	✓	
Experience of developing housing related services	✓	
Demonstrable experience of working within the Homes (Fit for Human Habitation) Act 2018 legislation	✓	
Contract management and delivery	✓	

### What's in it for you?

- A competitive salary (from £30,000 to £33,000 depending on experience)
- 25 days holiday which increases with service
- Company matched pension, employee assistance programme, health and wellness support, mental health support
- Training and opportunities for advancement
- Team days / nights out

### What we hope you'll do next:

To apply for this role, please fill out our application form which is found on <https://rmcentre.org.uk/work-with-us/>

### Equal Opportunities

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for

creating better outcomes, and we're committed to creating an inclusive environment for all employees.