



Sapphire Independent Housing

Sapphire Independent Housing Recruitment Pack

Supported Housing and Services Manager

August 2015



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Dear Applicant

Sapphire Independent Housing – Supported Housing and Services Manager

Thank you for your interest in this position. Enclosed is the information you will require to assist you in completing your application.

To apply please can you:

- Provide an up-to-date CV which shows your full career history with any breaks explained – we recommend that this is no longer than three pages;
- Write a supporting statement detailing how you are a great candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- Complete the declaration form; and
- Indicate in the declaration form if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is completed.

However, it is not mandatory to complete the equalities section within the declaration form. The information requested is for monitoring purposes in line with our commitment to equality and diversity, and will not affect the outcome of your application.

Once complete, please send your application, preferably in MS Word format, by email to Beverly.finn@sih.org by post to:

Attn: Beverly Finn, HR & Governance Manager, Sapphire Independent Housing Limited, 1 Holmes Road, London NW5 3AA

Due to postal unreliability we recommend you e-mail your application to us wherever possible to avoid missing the deadline.

Applications must be received by 5.00pm on Friday 11th September 2015.

It is your responsibility to ensure that we have received your application. You should ensure that you use a secure email address from which to send your application, as our system will filter out emails if it believes them to have been sent from unsecured sites that are often used to send spam emails. In order to avoid last-minute IT issues, we also ask that you allow yourself ample time to submit your application in advance of the deadline.

Please feel free to contact Tricia Durkan, Chief Executive, if you would like an informal discussion about the role on **020 7485 8889**.

We look forward to hearing from you.

Kind regards,



**Beverly Finn
HR Manager**

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To find out more please visit the Sapphire Independent Housing website:

<http://www.sih.org>

About Sapphire Independent Housing

With over 360 units of accommodation throughout London and Hertfordshire, and with an annual financial turnover of £4.6m, SIH is proud to provide quality support and accommodation to an increasingly diverse group. We have changed our name and rebranded to more accurately reflect the organisation as it is today – a specialist provider of supported housing, alongside general needs homes as well.

In the light of the re-branding exercise and other strategic changes, we are likely to re-visit our mission, aims and values as we develop our corporate plan later this year. We do not expect material changes rather a re-focusing, so we detail below our existing thinking:

Mission: our mission is ‘to improve lives and value people’

Our aim is to achieve this by having clear guiding principles supported by robust strategic and operation plans, which:

- Put the needs of our customers first;
- Help service users and staff reach their full potential;
- Demonstrate continuous improvement and ongoing investment;
- Be among the best in terms of service quality;
- Ensure our homes are of comfortable standard;
- Exercise good governance;
- Recruit, develop and retain the highest quality of staff;
- Manage our finances and risks to the highest standard; and
- Demonstrate fairness, equal opportunities, diversity and respect for all.

Values: we are guided by the following:

- *Respect* - We will treat everyone as an individual having an appreciation of their individual needs and wants.
- *Ownership* - Everyone has a part to play and takes responsibility for delivering excellent services and finding solutions to challenges.
- *Integrity* - We are always open to examine what we do and how we do it to make sure that we make the best use of our resources to meet our priorities.

- **Accountability** - Everything we do must stand the test of scrutiny by all who have an interest in our work.

The organisation is in a strong financial position, has a highly focused cohesive board, upper quartile performance and high satisfaction levels across staff and residents.

We have ambitious plans for the future and are looking to identify new development and service opportunities designed to achieve positive outcomes for our residents.

We are continuing to address the requirements of our existing stock by re-investment and future proofing and identifying stock options to meet local changing needs and requirements.

Our re-branding story

Sapphire is considered to be the 'gem of gems', bringing protection, good fortune and insight. It is a symbol of power, strength, kindness and wise judgement. The name Sapphire Independent Housing is making a strong statement about our commitment to help single people towards independent living.

To find out about our organisation please visit the new SIH website www.sih.org



Conway House

Conway House is a modern 60 bed hostel located in a quiet residential part of Kilburn. Sapphire Independent Housing is funded by Camden to provide housing related support to residents assessed as having support needs.

The scheme is a male only service and provides temporary accommodation and support for single homeless men aged 19+ with a broad range of support needs. The maximum stay for residents is two years.

All referrals to Conway House are accepted from designated agencies in the Camden Hostels Pathway.

The Training and Resource Centre

The Training Resource Centre (TRC) provides an environment where residents can increase their skills and experience in a number of areas. The centre's Work and Learning Mentor provides basic coaching in IT and 1:1 Education, Training and Employment (ETE) , literacy support and help with writing CV's, completing online job searches and applications.

Camden Recovery Service

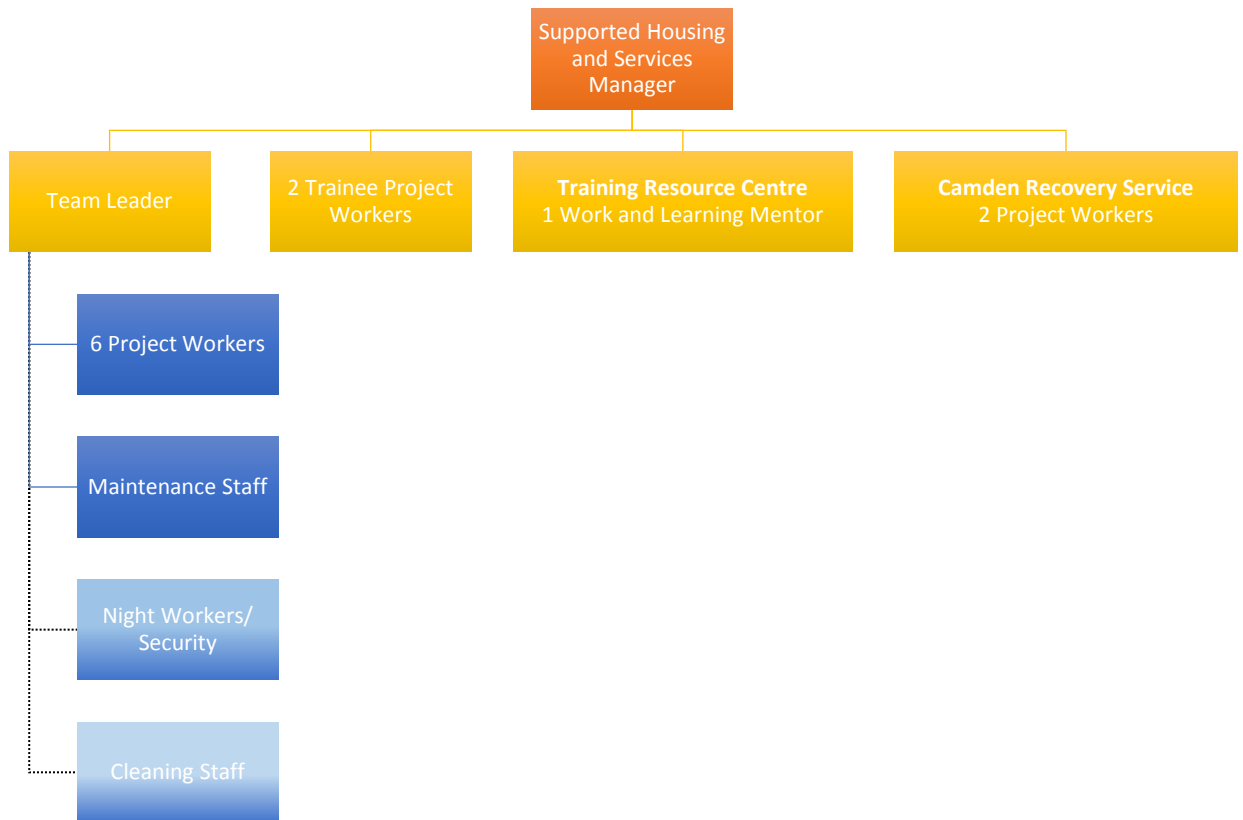
The Camden Recovery Service comprises two shared houses; Hackett House and Brecknock Road. Both buildings comprise seven single bedrooms with residents sharing kitchen and bathroom facilities.

Hackett House is used at the assessment stage of a resident's overall stay in the Recovery Service. The expected stay within Hackett House is between one and three months before moving to our move-on unit in Brecknock Road. Residents should expect to remain at Brecknock Road for the remainder of their stay within the Recovery Service which is a maximum of two years.

The Recovery Service is available to men and women aged over 18, who are homeless and in need of support for their recovery.

All referrals to the Recovery Service are via the Camden Adult Hostels Pathway.

Conway House Organisation Chart



Job description

POST:	Supported Housing and Services Manager
RESPONSIBLE TO :	Operations Director
RESPONSIBLE FOR:	Team Leader, Project Workers, Trainee Project Workers, Work and Learning Mentor, Night Workers, Security and Ancillary Staff
SALARY:	SIH salary grade 43 currently £43,430 pa plus £2,332 on-call allowance

OVERALL PURPOSE OF JOB

- To deliver a professional, high quality service supporting people with multiple and complex needs as part of the LB Camden Pathway.

MAIN DUTIES & RESPONSIBILITIES

1. To lead and motivate a staff team in providing accommodation, assessment and support services to hostel residents whilst maximising resident involvement and satisfaction.
2. Ensure that residents receive high quality support and advice through reliable assessment procedures and outcome focused support plans.
3. To lead, motivate and develop a staff team to perform to consistently high standards.
4. To lead on ensuring the service model at Conway House is financially viable and delivers the best possible service levels to service users.
5. To lead on service user involvement, devising and implementing meaningful and effective approaches.
6. To act as an ambassador for SIH and foster effective relationships with a variety of external stakeholders, partners, funders and other agencies to maximise the growth and success of SIH.
7. Enable residents to participate and have access to resources in the wider community by promoting training and employment opportunities.
8. Ensure good relationships are developed and maintained with local community groups and stakeholders.
9. Monitor all key performance indicators ensuring staff take prompt and appropriate action in line with procedures.
10. Ensure that rent and service charge collections are maximised.
11. Monitor resident disputes and complaints adhering to SIH's complaints procedure, the terms of the licence agreement and relevant legislation.
12. Ensure that breaches of licence agreements, including anti-social behaviour, are addressed in line with SIH policy and procedure.
13. To agree the annual scheme budget in conjunction with SIH senior managers and ensure the agreed budget is managed and monitored effectively.

14. Ensure statutory, contractual and regulatory compliance including Health and Safety legislation
15. Maintain prompt and efficient administrative systems and to provide accurate and timely reports as required.
16. Ensure that the residents' right to privacy, dignity and self determination are promoted.
17. Ensure that residents are regularly consulted and involved in the management of the scheme.
18. Represent SIH as directed by the Operations Director at local statutory and voluntary forums.
19. Actively promote the implementation of SIH's Equal Opportunities and to work within and promote all of SIH's policies and procedure
20. To participate in an on call rota
21. To carry out any other duties in line with the above as requested by the Operations Director.

The list of tasks is not an exclusive one and duties may be varied from time to time by the Operations Director. This job description is subject to regular review.

Person specification

1.0 Experience

- 1.1 Minimum of four years experience in managing a housing service supporting people with multiple and complex needs
- 1.2 Strong track record of leading high quality services
- 1.3 Experience of managing change in support of improved service delivery
- 1.4 Proven experience in contractual and regulatory compliance
- 1.5 Experience in managing budgets
- 1.6 Experience in identification and assessment of risk

2.0 Leadership and Management

- 2.1 Ability to empower and enable individuals and teams to develop and perform
- 2.2 Show strong and decisive leadership skills
- 2.3 Ability to keep accurate and timely records
- 2.4 Ability to meet deadlines
- 2.5 Ability to analyse and evaluate data and produce clear and concise reports
- 2.6 Ability to communicate effectively with people at all levels
- 2.7 Ability to influence and negotiate
- 2.8 Ability to positively influence staff morale and performance

3.0 Customer Focus

- 3.1 Demonstrate a commitment to service user involvement
- 3.2 Demonstrate a commitment to achieving the highest standards of service in all activities

4.0 Knowledge

- 4.1 Knowledge of housing and related legislation
- 4.2 Knowledge and understanding of good practice in housing
- 4.3 Working knowledge of Housing Benefit and welfare benefits
- 4.4 Knowledge and understanding of how the use of ICT can improve the efficiency in the Housing Management function
- 4.5 Knowledge and understanding of working in a diverse and regulatory environment

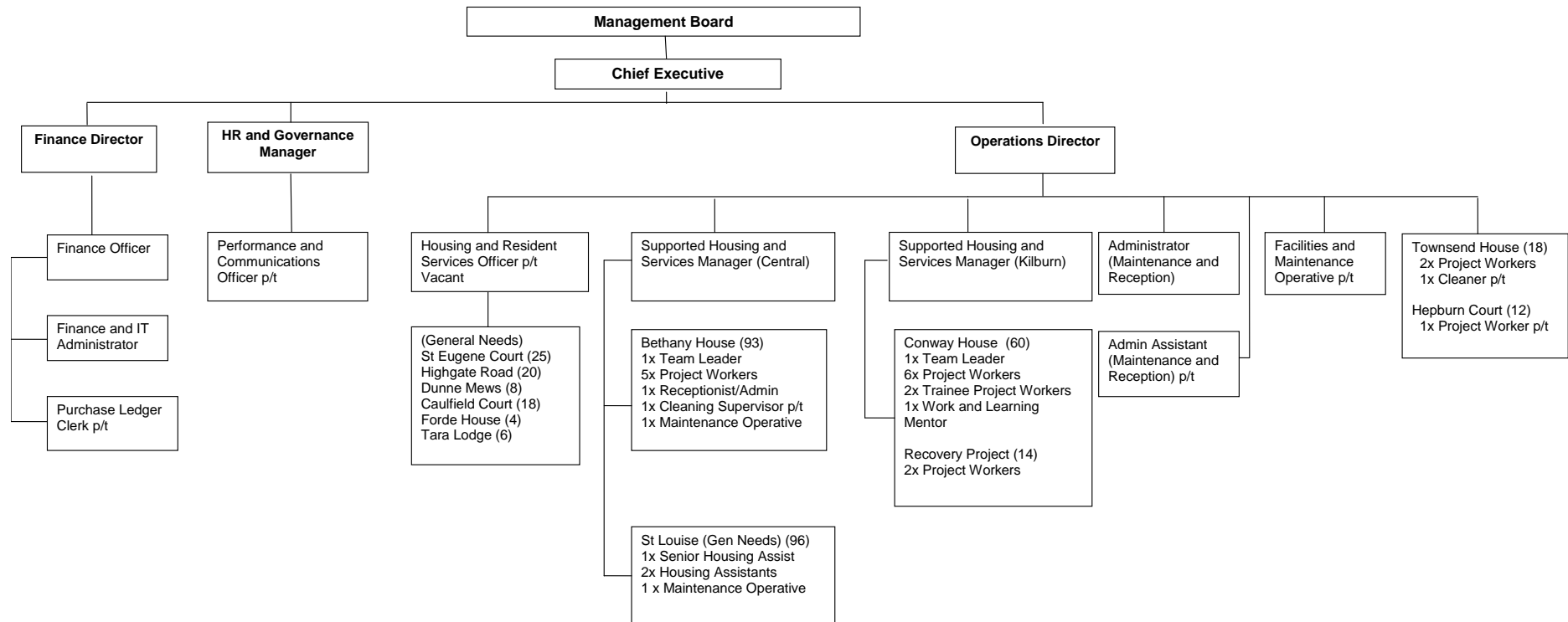
5.0 Qualifications

- 5.1 To be educated to degree level or equivalent
- 5.2 Evidence of continuing professional development

6.0 Other

- 5.1 To attend evening meetings
- 5.2 To participate in an on-call rota

The SIH structure



Principal terms and conditions *(For information purposes only)*

1. Position

Supported Housing and Services Manager

2. Salary and benefits

Salary is SIH grade 43 currently £43,430 pa plus on call allowance of £2,332 pa.

SIH Ltd Group personal pension plan (with Royal London) after three months service. Employer contribution is 6% of basic salary with no minimum employee contribution for year 2015/2016 but 1% minimum for year 2016/2017, 2% minimum for year 2017/2018 and 3% minimum for year 2018/2019.

Private health insurance and healthcare cash back plan.

3. Annual Leave

Annual holiday entitlement of 25 days per annum increasing for long service up to a maximum of 30 days per annum plus usual bank and public holidays.

4. Location

Your usual place of work will be at Conway House, 18-22 Quex Road, Kilburn, London NW6 4PL. You will be required to work at other locations subject to SIH business requirements and business needs.

5. Working hours

Normal hours of work are those reasonably required to carry out the role with a minimum of 37 hours per week expected.

6. Notice periods

The probation period for this role is six months and the notice period during probation is one week. The notice period after probation is three months.

Key dates and the selection process

Closing date:	Friday 11th September 2015
Assessment Centre and interview	Monday 21st September 2015

The Media Advertisement

Sapphire Independent Housing is a specialist housing association providing quality housing, support and related services to single people and families in housing need across four London boroughs and Hertsmere.

SUPPORTED HOUSING AND SERVICES MANAGER

London NW6

£43,430 pa (plus £2,332 on-call allowance and generous benefits package)

At Sapphire Independent Housing we are on an exciting journey. We have grown the business, expanded and diversified so that we can deliver much needed accommodation and services in London and Hertsmere.

We are looking for a motivated and innovative housing professional to lead and manage our supported housing services in LB Camden comprising a 60-bed male hostel, the Camden Recovery Service and our Training and Resource Centre.

You will manage a great staff team, helping them to support residents who have multiple and complex needs. Your focus will be very much on outcomes encompassing wellbeing; employment and training; and independent living – all laying the foundation to make positive life choices.

With a strong and impressive management track record, you will see this post as an opportunity to continue to build on our reputation within the LB Camden Pathway and make that all important difference to peoples' lives.

If you would like to be considered for the above post, further details can be found on our website at www.sih.org

Closing date: Friday 11th September 2015

Assessment centre and interview: Monday 21st September 2015

Appointment is subject to SIH receiving an enhanced DBS Check which we consider acceptable.

SIH is a charitable registered housing provider. We welcome all applications and value diversity in our workforce.