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**Job description template**

**Job title:** Service Manager

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department:** *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example -* *We are looking for compassionate, motivated and values driven people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career, the right lifestyle balance, and great benefits in a caring environment.  We value the commitments you may have outside of work and will consider flexible working applications. If we can make it work – we will!*

**The purpose of this role is** to successfully support people to move from homelessness into safe, stable accommodation, promoting independent living and empowering people to gain greater levels of stability, choice, and wellbeing.

**About the role:**

We are looking for an experienced and motivated Service Manager to sit at the heart of a team delivering high quality support to people with complex needs in a residential setting. This role provides an opportunity to really make a difference by creating conditions in which people can restore hope and confidence, and ultimately be empowered to live independently and thrive.

The duties include:

* Leading, managing, and motivating a team to provide 24/7 support
* Aligning your team with the current vision and focus of the charity,
* Supporting, coaching, and developing your team members to manage a caseload of people that may present with multiple complex needs.
* Empowering your team use a strength based and trauma-informed approach when engaging with and supporting clients
* Ensuring that the services provided are focussed on our client’s needs, goals and aspirations whilst complying with the standards and requirements of the organisation, regulations, and the law
* Reviewing, collecting, acting on and presenting indicators of your team’s performance (for example person-centred support plans and successful outcomes) to senior management and funders
* Building and maintaining relationships with referrals partners, the local authority, facilities staff, partner charities, and internal / external stakeholders.
* Responsible for overseeing the facilities budget, rent arrears, tenancy agreements, health and safety, fire safety and safeguarding.

**Job skills, experience, and qualifications:**

**Essential:**

* A high level of experience and understanding of provision of services to of people within the areas of offending, mental health, substance misuse, complex needs and challenging behaviours.
* Knowledge of relevant legislation in relation to homelessness, housing, and the equalities act
* Enhanced DBS certificate
* Evidence of achieving at least one of the following:
  + *A L5 management, health, or social care qualification*
  + *Three years demonstratable management experience*
  + *A university degree (3rd level qualification)*

**Desired:**

* Engaging communicator
* Able to analyse and prepare financial reports
* Comfortable managing recruitment and performance management

**Additional details:** *It is strongly encouraged if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice*.

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), employment status, trade union affiliation, or other irrelevant factor. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary Range:** £0 - £0

**Closing Date**: xxxx

**For Information please contact:** *Name and contact details of recruiting manager.*