

Job Description

Emergency Housing Manager

Role: Emergency Housing Manager

Organisation: Vineyard Compassion

Location: Hope Centre (Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

Line Manager: Programme Manager

Hours of Work: Full Time - Mon-Fri 9am-5pm (occasional evening and weekend work as required)

Salary: £27,000 - £28,500 per annum (depending on qualifications, experience & essential criteria)

Pension: A generous employers pension contribution of 5.5% is included with this role

Holiday allowance: 31 days per year including bank holidays (pro-rata)

Length of employment: Permanent

Final application date: see closing date on website

Interview dates: week following closing date

Likely start date: ASAP

About Vineyard Compassion

Vineyard Compassion provides people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed and thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion, a charity birthed out of Causeway Coast Vineyard Church with a Christian ethos and values, is first and foremost a volunteer organisation with (paid) staff coordinating the projects and releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work. For more information, please visit our website www.vineyardcompassion.co.uk.

Project Summary

Compassion Housing exists to provide emergency temporary accommodation to people who are homeless and in crisis, while a more permanent housing solution is being sourced. Compassion Housing is part of Vineyard Compassion's holistic service which seeks to support an individual in crisis, empowering them to take responsibility for their future by making informed choices. Within Compassion Housing we are seeking to support Vineyard Compassion clients through a tailored support plan. Through support offered, residents are enabled to identify and deal with their issues with the aim of achieving stability, wholeness and positive change - primarily in relation to their housing situation. Compassion Housing helps its residents to deal with issues in their lives which prevent them reaching their full potential; empowering and equipping them to take the critical steps from dependence to independence. The goal is to prepare and empower people to move on from Compassion Housing capable of living confidently, independently and with all the skills they need to manage their tenancy.

Role Summary

The Emergency Housing Manager is responsible for the development and oversight of the entire Compassion Housing project, through direct line management of the Housing Support worker and team of volunteers, including collaborative working with the wider Vineyard Compassion staff team. They will represent Vineyard Compassion's Christian ethos throughout all their activities, implementing these through the values of Hope, Worth, Relationship, Holistic (support) and Empowerment, in line with Vineyard Compassion's vision.

Job Purpose

As the Emergency Housing Manager, your role will maintain and develop an emergency housing service for those experiencing homelessness.

Overall Responsibilities:

- Undertake and manage the provision of supervision and support to occupants, with the implementation of individual support plans, provided through support staff;
- Exercise over-all responsibility for the welfare of occupants, staff and property;
- Undertake and manage housing management functions;
- Maintain a highly efficient key-worker system;
- Develop relationships across service providers (Statutory, Voluntary and Community) liaising and advocating as required for individuals across the 3 sectors.
- Run the accommodation cost-effectively, and within the budget set by VC SLT;

General Duties:

Support to occupants

1. Oversee the provision of support to occupants (primarily through line management of the Compassion Support Worker); maintain and keep written records of support plans and ensure that comprehensive support is provided.
2. Oversee all contact with relevant external agencies and statutory bodies in relation to the welfare of the occupant while maintaining effective and efficient communications.

Liaising with other service providers both Statutory, Voluntary and Community

1. Develop relationships across the range of agencies, liaising and advocating as required for individuals across the 3 sectors.

Management and Training of Staff & Volunteers

1. To lead, line manage and support the development of a small team of staff and volunteers, implementing organisational culture, values, and requirements in fulfilling these roles.

2. To identify and develop collaboratively with others, through training, equipping and supervision of staff and volunteers to support the delivery of Compassion Housing.

Occupancy Management.

1. Oversee the Landlord functions of running the accommodation - liaise and jointly work with external agencies as required. i.e. Housing Executive, environmental health, planning, building control, housing benefit, etc.
2. Ensure occupants understand and comply with their occupancy agreement, rights and obligations.
3. Action any failures of occupancy compliance in cases where an eviction/termination notice is proposed against an occupant.

Rent Collection and Arrears Recovery

1. Monitor and process licence fees and service charges and ensure housing benefit payments are in place.
2. Provide general advice to occupants regarding benefit entitlement to minimise the risk of rent arrears

Estate Management and Void Control:

1. You will be responsible for ensuring the property is maintained and all aspects of health and safety and implemented.
2. Oversee the planning of cyclical maintenance tasks and ensure they are carried out promptly and to a high standard.
3. Oversee referrals and the selection of occupants, ensuring that voids are kept to a minimum and all paperwork is completed properly.
4. Arrange for repairs of empty dwellings to be carried out and properties are ready for move in.

Occupant Participation

1. Oversee and encourage occupant participation and ensure occupants play a part in the smooth running of the accommodation.

Pastoral Responsibilities

1. Pray with and lead others into a personal relationship with Jesus
2. Pray with staff and others who request it
3. Signpost others to appropriate pastoral / spiritual help within the church
4. Willingness and ability to communicate their own story of their faith journey
5. Positively promote the Christian faith in line with the objectives of Vineyard Compassion (& Causeway Coast Vineyard)

Culture

1. Will clearly live out, embrace, and impart the culture of Vineyard Compassion (& Causeway Coast Vineyard church) through being Relational, Intentional, Missional and Supernatural.
2. Clearly demonstrate a heart and passion for the charity.
3. Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other Duties

- This job description is a broad picture of the post at the date of preparation. It is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. It is not an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position and it is recognised that jobs change and evolve over time. Consequently, the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.



Personnel specification

	Essential	Desirable
Qualifications	<p>5 x GCSEs (or equivalent) at Grade C or above including Maths</p> <p>Full driving licence & own transport</p>	<p>Level 5/6 qualification (e.g. HND, HNC, Degree) in Housing Management / Business / Social Care or relevant discipline</p>
Experience	<p>3 years' work experience in a public facing role</p> <p>Experience in meeting agreed deadlines and targets whilst managing a complex and varied workload; inclusive of: planning, setting priorities, multi-tasking and good time management</p> <p>Experience of leadership and managing a team of staff; being able to inspire and motivate others</p> <p>Experience of working with those facing poverty / social disadvantage / vulnerable & at-risk individuals</p> <p>Experience & understanding of mental health issues, addictions & offending; helping them find stability, hope, health and freedom</p> <p>Experience of managing confrontation and conflict situations, bringing about resolution</p> <p>Experience of making difficult decisions and implementing actions that others disagree with in a positive manner</p> <p>Pastoral experience including praying with and leading others to personal faith in Jesus</p> <p>Experience and understanding of person-centred assessment and planning</p>	<p>Experience working within a social housing context</p> <p>Experience of housing management functions within a social housing context</p> <p>Member of the Chartered Institute of Housing</p> <p>Experience of multi-agency working (triaging appropriate referrals & building collaborative partnerships)</p> <p>Experience of working in a church or charity environment</p> <p>Experience of managing volunteers</p> <p>Experience of providing training to staff.</p> <p>Experience of overseeing budgets</p>
Skills	<p>Current understanding of homelessness and emergency accommodation</p> <p>Current understanding of Housing Benefit system and Universal Credit</p> <p>High capacity for Troubleshooting / Problem solving</p> <p>Able to deal with high pressure environments, stressful situations or volatile individuals in a calm manner</p> <p>Project Management Skills</p> <p>Good communications skills; verbal, written and oral</p> <p>Able to work on own initiative and as part of a team</p>	<p>Skilled in budgets and financial processes</p>



	<p>Concern for excellence and attention to detail</p> <p>Good IT and admin skills (competent in MS Office etc)</p>	
Personal	<p>Enjoys a dynamic and changing environment</p> <p>Life-long learner, eager to improve skills and strengths; personally, and in the role</p> <p>Responsive to correction and direction</p> <p>Will show a high degree of relational and emotional intelligence, demonstrating excellent self and other awareness</p> <p>Aware of how they influence others and how to foster healthy team dynamics in order to be a relational fit within the team, particularly with those they will be working closely with.</p> <p>Will have a clear awareness of their strengths and applying them in a team context</p>	
Christian Commitment	<p>The candidate must be a Christian - demonstrated by their love for God, intentionality in developing their character to be more like Jesus; they must love the church and be committed to our mission here at Vineyard Compassion (& Causeway Coast Vineyard church).</p> <p>Be able to give both verbal assent to and practical demonstration of agreement with Vineyard Churches UK & Ireland Statement of Faith as well as Vineyard Compassion's Ethos and Values Statement.</p> <p>Be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with VCUKI Statement of Faith.</p>	<p>Our desire would be that the successful candidate would be committed to Causeway Coast Vineyard church (as an existing member or willing to join)</p>
Special Circumstances	<p>A flexible approach to working hours (including evenings when required & emergency situations), and the range of duties this role can involve.</p>	
Physical requirements	<p>Good general health to meet the demands of the post.</p>	

Additional Information

For this role, we recruit for character, competence, chemistry and culture.

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk/jobs

Please return completed typed application forms by 12 noon on the closing date specified on the website to: Email: david.mccracken@vineyardcompassion.co.uk

Post: David McCracken, Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

* Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. The selection criteria may be enhanced at the shortlisting stage if a high volume of candidates meet the current essential criteria. Appointments are subject to verification of appropriate qualifications and vetting clearance.