

## ROLE PROFILE

<b>Job Title:</b>	Floating Support Service Manager
<b>Based:</b>	Central Reading
<b>Hours:</b>	37 hours per week
<b>Contract:</b>	Permanent / Established
<b>Reporting to:</b>	Head of Operations
<b>Remuneration:</b>	£30k to £34k, plus benefits
<b>Direct Reports:</b>	5
<b>Job Purpose:</b>	Take the lead role in service planning and delivery of the Floating Support contract, staff management and business development while adapting creatively in a complex and fluid environment

### Key Accountabilities:

#### Contract Delivery

- Be accountable for the performance of the floating support service and make sure that all contract and organisational targets are met and exceeded, or implementing remedial action where required
- Evaluate and monitor contractual requirements and provide high quality and timely reports to commissioners that identify performance exceptions and strategies to address them
- Carry out quarterly review of performance indicators, and ensure these are communicated effectively to all of the Floating Support Team, with identified actions
- Effectively use outcome monitoring and the OCC case management database system
- Ensure support planning is creative and there is a balanced approach to risk
- Drive the qualitative audits process on case files and standards of reporting, with any shortfalls identified and appropriate action plans put in place
- Shape the service to ensure that the Drop In and group work sessions have high attendance and remain meaningful to the individuals who use them, identifying any trends and evolving the service according to feedback and need

- Direct the service to ensure it treats customers as individuals, promotes customer dignity, independence and wider social needs and their views and needs are the primary focus
- Undertake an annual equality and impact assessment to ensure the service remains fair and accessible for all and implement any areas identified requiring change
- Ensure that the Floating Support team meets its obligations under Berkshire's Adult Safeguarding Policies and Berkshire's LSCB Child Protection Procedures
- Lead operations to ensure all legal and regulatory frameworks are met, as well as the standards set out in Launchpad policies and procedures

### **Staff Management**

- Responsible for recruitment, selection, induction and training of the Floating Support Service team, including volunteers and mentors
- Lead and coach a team of staff, volunteers and mentors to deliver a person centred and holistic service using psychologically informed techniques
- Be responsible for the performance and development of the Floating Service Team members and ensure staff undertake the Personal Development Programme including one-to-one meetings
- Work to ensure the Floating Support Team collectively and individually meets its departmental and individual objectives & targets
- Responsible for managing the health and safety needs of the team and ensuring they adhere to safe working practices
- Responsible for staff performance in line with Launchpad's objectives and policies, procedures & practices, and manage staff absence and leave for direct reports
- Deliver effective communication meetings, group briefing sessions, reflective practice as well as offer mentoring to staff in relation to their caseload

### **Policies and Development**

- Develop and implement policies, procedures and practices in relation to the Floating Support Service ensuring they reflect the needs of customers and are co-produced
- Develop a plan for marketing services, alongside Launchpad's Marketing Manager, to target those at risk of homelessness, aimed at Housing providers, community groups etc
- Proactively research changes in legislation, funding and other external issues especially related to Floating Support Services and ensure that the service responds accordingly and delivers 'best practice' standards; provide relevant updates and reports to commissioners
- Lead and drive the strategic development of the organisation and innovate the service, and continually improve practice
- Develop and implement an effective client participation and consultation strategy which feeds in to service delivery and demonstrates continuous development and improvement
- Identify potential funding opportunities to enhance the delivery of the contracted service

## **External Liaison**

- Develop a strong working relationship with the Commissioners, identifying and giving feedback in relation to service development and emerging priorities
- Develop and implement effective strategic partnerships and relevant service level agreements ensuring that they meet service requirements, client aspirations and community need
- Lead the representation strategies for attendance at all Reading Borough Council's meetings, ensuring Launchpad is represented in a positive, professional manner at all times

## **Other requirements**

- Must be able to work flexibly according to the needs of the contract
- Must be willing to develop new skills
- Must work within Launchpad values of Respect, Empower, Integrity and Influence

# **PERSON PROFILE**

## **Knowledge, Skills and Behaviours**

- Extensive knowledge of legislation around housing, health and work related to homelessness
- Excellent understanding of contract management and key performance indicators
- Good understanding of psychologically informed techniques, reflective practice and strengths based recovery
- Dynamic and forward thinking approach to work, with a persistent and assertive nature
- Ability to motivate, inspire and engage people at all levels
- Thrives on driving change, continuously improving approaches and offering an exceptional service
- Flair for solving problems and proactive, positive style of management
- Excellent communication, networking, negotiation and influencing skills to build strong relationships at senior levels
- Good verbal and written communication, presentation and research skills, including written reports
- Ability to evaluate and continuously monitor outcomes
- Ability to consult and work collaboratively to develop policies and procedures

- Consistently achieves deadlines and has effective time management skills
- Flexible and resilient to challenges and implementing change
- Ability to creatively explore alternative funding opportunities to enhance delivery of service

## **Experience**

- Minimum of 3 years senior project and service management experience
- Substantial experience of high level contract management
- Experience of taking a lead in developing a service and has translated that into an operational strategy
- Proven track record in managing significant and complex operations, and developing policies
- Experience of delivering successful and beneficial outcomes to vulnerable, hard to reach groups using motivational and holistic approaches
- Experience of psychologically informed techniques, reflective practice and strengths based recovery
- Experience of multiagency working and developing service level agreements and effective working partnerships
- Experience of representing an organisation externally at meetings and forums, and influencing external agencies
- Experience of developing strategic Board level papers
- Experience of managing significant contract budgets and reporting through to Board level
- Substantial experience of managing large teams of staff, volunteers and peer mentors and experience in performance management
- Substantial experience of leading and managing expert specialist staff, as well as multilevel management experience

## **Education, Qualifications and Training**

- Graduate calibre with related qualifications in Housing, Social Care or Criminal Justice or General Management