

JOB DESCRIPTION

Job title: Daizybell Homes Housing Service Manager

Report to: CEO of Daizybell Homes and BRC&SASS

Salary: £37,336 SPC 29 + £1000 - £4500 annual enhancements

Hours: 35 per week (full-time)

BASED: At our Bradford Rape Crisis offices, with the possibility of some remote working

START DATE: TBC

PROBATIONARY PERIOD: 6 months

Please note:

All employees will need to undertake regular enhanced DBS checks and complete the Safer Recruitment Self-declaration form in compliance with BRC&SASS Safeguarding procedures.

This job description is not intended to give an exhaustive list of duties but is an indication of the post's broad areas of responsibilities.

Job Purpose

To manage residential properties on behalf of the DaizyBell Housing Service and support vulnerable tenants escaping domestic and sexual violence and abuse to maintain tenancies and live independently. To provide support and supervision to housing service workers via case work review and performance management alongside providing day to day leadership.

Job Dimensions

The DaizyBell Housing Service Manager will oversee the supported housing provision to women fleeing violence and abuse in Bradford. She will support and supervise staff members in the team to:

- Ensure effective recovery support to tenants
- Ensure tenants are helped to manage their tenancies and move to independent living
- Ensure properties are maintained to a high quality, including all relevant compliance
- Optimise occupancy of the portfolio
- Liaise with other agencies to facilitate referrals and ensure appropriate safeguarding practices

Primary Duties and Areas of Responsibility

- Supervision, support and advice to housing team members
- Safeguarding lead work
- Performance management reviews of housing team members where needed
- Day to day leadership to housing team members
- Represent Daizybell Homes at relevant multi agency meetings
- Source and acquire residential properties as part of ongoing development of the service
- Attend relevant interagency meetings
- Ensure appropriate monitoring information is maintained and available
- Provide monthly progress reports to the BRC&SASS Trustee /Directors Meetings & DaizyBell trustee meetings
- Alongside staff team members, ensure the following:
 - Issue tenants with tenancy agreements and welcome packs
 - Liaise with the local Housing Benefit Office and tenants to maintain rental income, including managing arrears
 - Provide support to tenants to enable them to build capacity for independent living and recover from crises
 - Provide a person centred support service, completing support plans and offering appropriate specialist referral to other services
 - Lead on delivery of tenancy management course
 - Deal with external contractors
 - Arrange for necessary repairs and maintenance for properties
 - Assist tenants to complete Housing Benefit applications
 - Contribute to the smooth running of DaizyBell Homes services
 - Ensuring health and safety requirements are met
 - Ensuring that a safe, women-only space is maintained
 - Ensuring high quality service provision to DaizyBell Homes users

Staff and Budgetary Management

- To provide day to day leadership and management to the housing team
- Report on and review spend on repairs and lead on repair contractor relationships
- Provide reports and monitoring information to funders

Health and Safety/Risk Management

- Undertake risk assessments in relation to working with women at home including complying with BRC&SASS Lone Working Policy.
- The postholder must comply, at all times, with BRC&SASS Safeguarding and Health and Safety policies, in particular, by following agreed safe working procedures and reporting incidents using the organisation's safeguarding procedures and Incident Reporting System.

Communication and Working Relationships

To work in partnership and act as the interface with staff within the BRC&SASS and external organisations, to ensure that services are delivered in a coherent and consistent way

The main working relationships and communication channels linked to the post are:

Internal within BRC&SASS

- (i) DBH and BRC&SASS CEO
- (ii) DaizyBell Trustee/Directors Board Members

(iii) BRC&SASS Staff including the Daizybell team

External to BRC&SASS

- (i) Womens organisations in Bradford
- (ii) Housing organisations Bradford
- (iii) Winner, the Preston Road Women's Centre
- (iv) Bradford Council Housing benefits
- (v) Bradford Council DSV team and subgroups
- (vi) Local authority statutory organisations
- (vii) Key funders
- (viii) Alertacall