

Job Title: Foyer Manager
Salary: £ 30 011 - £ 34 549 (NJC 36 – 41)
Hours of Work: 40 hours per week (Full Time)
Reporting to: Operations Manager

Job Purpose:

- To lead and manage the Foyer service by ensuring that the Step 1 and Step 2 teams operate in an integrated way to deliver the most effective outcomes for the young people progressing through the stages of both the accommodation and training aspects of the foyer service.
- To lead and manage the Community Accommodation service, including Supported Lodgings and Tenancy Support teams, by ensuring that existing contracts are maintained and new opportunities explored.
- To directly line manage the Step 2 staff team, and Senior Support workers in Community Accommodation.
- To design, deliver and evaluate programmes and the provision of support, accommodation and services delivered by the Step 1 and Step 2 teams to meet identified client needs to drive up client outcomes and success rates.
- To assist the fundraising team in fundraising and raising the profile of Step by Step.

Key Accountabilities: To lead and manage the Foyer services to:

- Achieve high levels of client outcomes and successful, positive progression routes for clients.
- Develop a staged model for training services and a productive and engaging evening and social activities programme which addressed client risks and need.
- Create an environment in the Foyer where positive peer influence creates a beneficial impact on both new and longer term clients
- To develop a committed and motivated workforce, creating a culture of positive staff & peer influence for all clients, by setting high standards personally and leading by example.

Foyer Services Management

- To effectively manage Step 1 & 2 accommodation services by putting in place strategies to minimise rent arrears, bad debts, abandonments and notices, and by reviewing rental income and tenancy and license agreements
- To ensure that occupancy is maximised in all services.
- To ensure that there is a fair and professional referral, interview and selection process for clients and agencies to refer to the service and that staff are following procedures and working in partnership with all SbS services and external agencies.
- To ensure that occupancy and arrears targets are maintained / exceeded
- To ensure that occupancy agreements are understood and adhered to and that residents are supported to claim benefits and other entitlements.
- To ensure a healthy and safe environment at all times within the Foyer for employees, clients, residents, tenants and visitors & ensure that members of staff is appointed as the H & S coordinator for the service.
- Ensure that client outcomes are paramount and continually improved through the continuous assessment and improvement of methods & resources used to support individuals in achieving their goals.
- Ensure all Foyer staff can assess and help young people recognise their support needs and goals in the areas of personal and social development, practical support and life skills, physical and emotional health and learning and work.
- Ensure staff agree support plans and risk assessments with young people which meets their specific needs, and to record and review progress in achieving their goals.

- Ensure staff provide advice to young people on health, employment and education access, and support them to manage their physical environment in a way that is conducive to their well being.
- To promote and celebrate young people's achievements.

People & Relationship Management:

- To recruit, induct, manage and lead staff and volunteers ensuring that they are managed and supported to deliver the highest standard of service to homeless young people and their local community.
- To ensure staff and volunteers are trained in their duties, supervised and appraised of their performance.
- Provide support to the Senior Support Worker who will integrate and support a team of volunteers, relief staff and trainees to provide effective support to young people within the Foyer.
- To manage disciplinary, grievance, absence, probation & appraisals in line with policy and procedure.
- To facilitate effective teamwork and establish regular forums of communication including briefings, team meetings, handovers and team reviews.
- To promote the work of Step by Step to other organisations and develop and maintain appropriate links & partnerships with local voluntary and statutory organisations to assist in achieving client outcomes.
- To represent Step by Step where appropriate at external meetings, conferences etc

Management Responsibilities

- To produce reports and statistics to the required standard on any aspect of the service and performance within the post holders remit.
- Meet contractual targets and objectives, performing highly to maximise revenue and reputation with funders and supporters and to minimise losses and reputational risk.
- To ensure that appropriate levels of confidentiality are observed by service staff, including ensuring that all records are stored and archived appropriately and securely.
- To manage incidents effectively, enabling staff teams to minimise the impact of incidents on the service and the young people.
- To ensure that the rota is effective and to ensure appropriate staff cover at all times
- To keep informed of and be familiar with developments and initiatives in legislation, social policy and professional practice, and ensure this knowledge informs service delivery

Finance & Funding

- To manage financial plans and budgets ensuring that those plans are effectively implemented and through regular review of management accounts, ensure that budgets are delivered.
- To assist the fundraising team to develop and secure grants and funding, community fundraising, volunteering and other initiatives.
- To chair and attend regular team & management meetings and review days according to policies & procedures
- To be involved in all policy decisions relevant to the Service and to take part in policy and planning matters of the Service and the organisation.

Delivering quality:

- To ensure that all targets are met across the services including those listed in Step by Steps Key Performance Indicators (KPI's) and contractual agreements including service arrears and voids targets.
- To assist with initiatives to improve quality and innovation such as the Quality Assessment Framework.
- To ensure that high service quality standards are maintained through appropriate use of staff support and development & procedures on housing, health, employment, education, training, personal development & support.
- To monitor the quality of support to young people and advise on complex cases.

Carry out all duties in accordance with the organisations policies and procedures and improvement initiatives operated by the Charity. The post holder will be required to undertake other such responsibilities as are reasonably commensurate with the status of this post including evening and weekend work and sleepover shifts as required.

Person Specification

Requirement	Essential *	Desirable
Experience	<ul style="list-style-type: none"> • Experience of leading others to perform in meeting challenging targets. • Experience of managing a planned and responsive service. • Experience of working with clients from a diverse range of cultures and an appreciation of their distinctive cultural and individual needs. • Experience of supervising a diverse staff team (either paid staff or volunteers). • Experience of delivering a high quality service to vulnerable young people. 	<ul style="list-style-type: none"> • Implementing new procedures and policies which support development of the service. • Ability to develop and improve current services and staff skills.
Qualifications	<ul style="list-style-type: none"> • Management Qualification or experience of managing people, managing change and managing information (reporting, documentation, etc) 	<ul style="list-style-type: none"> • Leading Places of Change, Leadership Course. • Housing legislation security of tenure, housing eligibility, lettings processes, issue of licences and their impact.
Knowledge & Skills	<ul style="list-style-type: none"> • Knowledge of housing legislation: security of tenure, housing eligibility, lettings processes, issue of licences and their impact • Knowledge of how to lead a service in effective rent management practice & the processes involved in minimising void loss. • Tenacity in resolving issues, finding alternative solutions to problems. • Able to manage own workload effectively as well as anticipating that of others to ensure all deadlines are met. • Intermediate competence level of Microsoft Office packages. • Understanding of the needs and challenges faced by young homeless people, including those who have support needs including drug, alcohol and mental health needs. • Ability to identify and access resources available to young homeless people (benefits, learning and work opportunities, legislation about their rights to social services support and housing) • The ability to work as part of a team and on own initiative; ability to work on a variety of tasks simultaneously • Good verbal and written communication skills; to the level required to explain complex information to young people, and advocate on their behalf to external organizations. • Able to maintain good written records of work and evidence outcomes achieved with young people • Ability to lead a team of staff and volunteers effectively, communicating a clear vision, directing clearly and inspiring the team to deliver 	

* Providing most of the essential skills are met, further training and support will be offered to acquire remaining essential skills to the right candidate.