

Job Description

Support Services Manager (Full-time) **Permanent contract**

Location: Fulham base; on-site across all Stoll Foundation offices.

Job type: Full-time [Monday to Friday - 9am to 5pm]

Responsible to: Head of Support & Tenant Engagement

Responsible for: 2x Team Leader, 7x Community Support Officers, and 2x Independent Living Services.

Salary: £46,182 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and wellbeing for those who have served their country.

The Role:

- To manage and lead a team to provide a support service to beneficiaries, during a period of significant change as residents are decanted to other sites.
- To promote and encourage independence, keeping veterans at the heart of any services offered.
- To lead the team in delivering and developing support plans, risk assessments and move-on plans.
- To be proactive in tenant engagement, including when beneficiaries may be hard to engage.
- To maintain effective working relationships with external organisations such as Opcourage (Veterans Mental Health and Well Being Services), the Department for

Work and Pensions (DWP), the local authority, and other voluntary and statutory organisations.

- To ensure that service delivery at all sites achieves the relevant service standards, complies with best practice, the law, safeguarding and other funders requirements.

Key Responsibilities

To manage and lead a team to provide a support service to beneficiaries, during a period of significant change as residents are decanted to other sites.

- Lead the team to ensure that support plans and risk assessments promote independence and that key performance indicators are met.
- Participate in Project Plans as required.
- Develop delivery plans in partnership with the Director for Tenant Engagement and Support
- Report concerns relating to safeguarding using organisational procedures.

Tenancy management

- Ensure the team works in partnership with the Housing team to resolve tenancy management issues, including challenging anti-social behaviour, establishing acceptable behaviour agreements and responding to rent arrears
- To ensure that the team advise and assists in applications for Aids and Adaptations.
- Lead the team to provide beneficiaries with pre-tenancy support and appropriate support with moving in and moving on.

Tenant Participation and Engagement

- Lead the team to develop initiatives with beneficiaries to facilitate participation and engagement.
- Encourage beneficiary participation in recruitment, Tenant Meetings, and other relevant meetings.
- Act as advocate for beneficiaries who are unable to do this for themselves and support them to obtain appropriate statutory or charitable support, liaising with relevant statutory and voluntary agencies on behalf of tenants.

Management Responsibilities

- Manage and develop the Support Services Team; directly managing staff, undertaking regular one-to-ones and performance reviews in accordance with Stoll's policies and procedures.
- Motivate staff to deliver their roles above and beyond expectations.
- Ensure that staff, volunteers and students are recruited, inducted, trained and developed to enable them to deliver quality services.
- Take action to manage issues of conduct or capability, including formal disciplinary investigations/action, and to resolve issues of grievance in accordance with policies and procedures.
- Ensure that staff workloads and planned absence are managed efficiently and effectively, and that adequate cover, including management cover, is provided to meet service demands and that staff work within established guidelines.
- Ensure required statistics and key performance indicators are collated for all sites as and when required and delivered on time.
- Ensure the proper and efficient running of the community emergency alarm systems, including monitoring and evaluating the service and usage with staff.
- Monitor and evaluate service delivery, ensuring that services are relevant to needs and demonstrate quality outcomes.
- To participate in an out-of-hours on-call rota.
- Provide cover for other Managers' absence, as required.

Working in a team and with others

- Contribute positively to working in a team and across Stoll to deliver quality services.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisals and team meetings.
- Liaise and work with other agencies including housing, health, social care professionals and other ex-Service organisations as required.
- Act in a professional manner while on duty and when representing Stoll.

- Supervise any volunteers or trainees taken on by Stoll under any approved programmes.

Financial control

- Work within established budgets and maintain accurate financial records.
- Ensure that staff adhere to Stoll's financial policies and procedures, taking appropriate action in response to internal and external audits, recommendations and requirements.

Record keeping and data management

- Maintain accurate and up-to-date financial and other relevant service records, ensuring that support plans, needs and risk assessments are understandable and reviewed regularly.
- Maintain confidentiality of records and information in accordance with Stoll's Confidentiality Policy.
- Complete quarterly Key Performance Indicators and provide additional KPIs relating to service delivery as and when required.
- Complete information required for funders.

Quality and regulatory compliance

- Understand the legal framework in which Stoll provides housing and support.
- Keep up to date with best practice in respect of support to vulnerable adults and Safeguarding Adults
- Keep up to date with data management protocols and best practice.
- Continuously look to improve the quality of services responding positively to feedback and complaints

Health and Safety

- Work in accordance with Stoll's policy and legislative requirements for health and safety.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

Other

- Carry out any other duties as required by the Director of Services, Director of Housing and Chief Executive of Stoll.
- Take part in strategic planning for the organisation

Person Specification

Experience

Extensive experience of working with vulnerable adults to promote independence.

Extensive experience of managing and motivating a staff team.

Experience of working in partnership with other agencies and building positive working relationships with key stakeholders.

Experience of reviewing, monitoring and evaluating outcomes in the delivery of support services.

Experience/knowledge of the issues facing the ex-Service community.

Experience of managing health and safety, monitoring and reviewing risk assessments

Skills and Knowledge

An understanding of health and safety issues affecting support services for vulnerable adults.

Understanding of the financial environment and constraints in which support operates, with experience in managing and controlling costs effectively

Understanding of best practice in delivering social care.

Ability to use IT to write short reports, letters, and emails.

Relevant professional qualification, and/or evidence of continuous professional development.

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own workload, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting challenging behaviour in a positive way

- An understanding of support issues, particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

Management & Leadership Competencies

Leadership

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and look to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

Managing Performance

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll's HR Policies & Procedures effectively

Managing Resources

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

Managing Change & Quality

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: