



Accommodation Services Team Manager

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is looking to make a real difference. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to get involved. This role will help CWA to go to the next level, would you like to be part of our journey?

We have a generous benefit package.

- *Generous Annual Leave Package Totaling 33 Days (Inclusive of Bank Holidays)*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Living Wage Employer*

Job Title:	Accommodation Services Team Manager (<i>Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.</i>)
Salary:	£28,000 per annum plus on-call allowance.
Hours:	Full-time, 35 hours per week plus on-call.
Working Pattern:	The post-holder is expected to work flexibly between Monday to Sunday. This post will involve working some weekends and bank holidays to ensure cover across the city is maintained. The duty manager on-call service is delivered 24hrs a day and is staffed on a rota basis.
Contract Type:	Permanent.
Location:	All CWA accommodation sites across Cardiff.

- Responsible to:** Support Services Manager.
- Department:** Accommodation Team
- Context of the Job:** RISE delivers expert, specialist, independent and domestic violence/abuse and other violence services to women and children through a range of delivery mechanisms including specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
- Purpose of Job:** Manage a number of supported accommodation properties; develop a team of Accommodation based Independent Personal Advisers (IPA's) and Refuge Support Assistants within the Accommodation Services to provide a high-quality frontline service to women, children and young people experiencing issues of VAWDASV.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

Main Duties:

- Manage a multi-faceted team of IPA's and Refuge Support Assistants
- Promote and support effective team working through good communication and regular team meetings.
- Responsibility for the day to day running of all accommodation-based services.
- Ensure the Intake & Assessment facility is staffed 24/7 and ensure adequate staffing levels all refuge sites using a robust rota system.
- Manage and monitor voids across all sites; ensuring these are kept to a minimum.
- Implement and manage a robust house management and Health & Safety

process across all accommodation sites.

- Ensure all refuge accommodation is maintained to a high standard.
- Ensure all women, children and young people entering emergency accommodation are allocated an IPA to support them through their journey.
- To ensure service users are provided with immediate support and regular 1:1 sessions in line with the contractual performance indicators.
- Provide regular formal case management and supervision of staff.
- Ensure robust processes and inductions are in place and always adhered to.
- To be responsible, along with the IPA team, in ensuring planned moves are carried out, with risk and need being at the centre of all decision-making.
- To ensure the Intake & Assessment facilities are used, whenever possible, as a temporary accommodation solution.
- Maintain maximization of housing benefit payments, service charge and other financial costs.
- Develop & maintain strong partnership working with local authorities and other supported housing providers.
- Identify gaps within accommodation services & action plan for improvements
- Provide accurate management information as and when required.
- Ensure all staff members receive an induction and are aware of all policies and procedures.
- Facilitate staff development, including mentoring, delivering training, facilitating regular team meetings, observing practice etc.

- Act as a point of contact for all queries around support issues.
- To respond and manage service user complaints.
- Adhere to the organisation's child protection policies and procedures.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, to provide the best possible service for service users.
- Respect and value the diversity of the community in which the services work in and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.
- Remain up-to-date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice.

Performance and Quality

- Monitor, evaluate & analyse the quality of work which the team performs.
- Produce robust monthly, quarterly, and annual reports to the Services Manager and Services Director.
- Ensure the quality standard of service, in line with recognised best practice
- Ensure staff follow the organisation's policies and procedures and monitor this in regular reviews.
- Ensure the service's strict performance indicators are delivered.
- To proactively identify any gaps and make recommendations for improvements

General Responsibilities:

All workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary.
- To represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and to feedback fully to the organisation.
- Take responsibility for the team rota, monitor absence, plan and arrange short- term/emergency cover/annual and sick leave.
- Contribute to reporting as and when needed.
- Participate in the Duty Manager on-call rota.
- Undertake training to update skills in line with Cardiff Women's Aid's Training and Development Policy
- Deliver internal and external training where required
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisation's confidentiality policy.
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgmental, and supports diversity.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person Specification

Criteria	Essential	Desirable
Knowledge		
*Leadership and Management skills. Ability to negotiate and problem solve, manage, and motivate staff, plan, and prioritise workload.	✓	
*Good communications skills, including the ability to write reports. Ability to liaise, work with and engage effectively with a wide range of stakeholders.	✓	
*Sound knowledge and experience of planning and developing processes.	✓	
*Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on women and children. Knowledge of regulatory standards.	✓	
*Have theoretical, practical, and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse.	✓	
*Understand child protection issues, how to respond effectively to safeguard CYP and the legal responsibilities surrounding these issues.	✓	
*Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.	✓	

*Good understanding of Health & Safety policies and procedures and the importance of effective house management	✓	
*Understand the remits and resources of relevant statutory bodies and voluntary agencies.	✓	
*Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	
Experience	Essential	Desirable
*Minimum of two years' management experience in client services setting	✓	
*Experience of managing supported accommodation settings e.g. refuge, hostels etc.	✓	
*Working with vulnerable people, including families and/ or children.	✓	
*Experience of developing relationships with partner agencies	✓	
*Managing a caseload	✓	

*Working within a multi-agency and legislative framework.	✓	
*Supervision of staff.	✓	
*Use of robust performance monitoring systems.	✓	
*Experience & knowledge of housing related support provision	✓	
Skills/ Qualifications/ Professional membership	Essential	Desirable
*Have computer literacy skills and experience of working with databases.	✓	
*Hold a CAADA/SafeLives IDVA training certificate, or relevant degree, or demonstrable equivalent experience or a vocational qualification.	✓	
*Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	
*Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	
Personal Qualities	Essential	Desirable
*Be compassionate and empathetic with your team and service users.	✓	
*Show initiative and be proactive when managing your team and working with external agencies.	✓	
*Act with integrity and respect when working with all clients, agencies, and individuals.	✓	
*Work flexibly as part of a team.	✓	

Be optimistic about the possibility of personal growth and change.	✓	
*Motivate individuals and agencies to move through courses of action and decision-making processes.	✓	
*Be available to participate in the on-call service	✓	
*Be a driver, have access to a car and willing to travel between sites.	✓	
Speak Welsh.		✓

*You are required to demonstrate these on your application form. Please provide an example of work you have undertaken where you have demonstrated this skill.