

HEAD OF RESIDENTIAL SERVICES JOB DESCRIPTION

POST: Head of Residential Services

RESPONSIBLE TO: Head of Operations

LOCATION: Based at Riverside House, Crawley

HOURS: Full Time – average 40 hours per week

ANNUAL LEAVE: 200 hours per calendar year

SALARY: £38,000

JOB PURPOSE

- To manage and lead a team responsible for providing support and services to all residential Crawley Open House clients, i.e. those accessing the hostel and move-on accommodation including Laing rooms.
- To develop and maintain residential services that work in a safe, secure, supportive and relevant way to meet the diverse and changing needs of homeless and disadvantaged service users.
- To liaise with other agencies, sharing information and resources, to put Crawley Open House's residential services at the heart of a multi-agency response that meets the needs of Crawley's homeless and disadvantaged.

MAIN DUTIES AND RESPONSIBILITIES

1. MANAGEMENT

- 1.1 To work closely with the C.E.O. and Head of Operations to ensure that the ethos, aims and goals of Crawley Open House are implemented and promoted at all times.
- 1.2 To be a part of the Crawley Open House senior management team.
- 1.3 To prepare and present reports to management and/or trustee meetings as requested
- 1.4 To ensure that all necessary and appropriate records, statistics and monitoring information are kept accurate, relevant and up-to-date.
- 1.5 To ensure that all areas of COH relevant to the role stay within budget.

- 1.6 To monitor all relevant complaints, carrying out relevant investigations and decisions relating to their resolution.
- 1.7 To deal with any other serious problems or incidents while always having regard to the relevant procedures in place in Crawley Open House.

2. SERVICE DELIVERY

- 2.1 To develop, oversee and implement a programme of support that meets the needs of the service users.
- 2.2 To regularly review this programme to ensure that it is always relevant and meeting identified needs.
- 2.3 To maximise client involvement in all appropriate areas of Crawley Open House.
- 2.4 To ensure any voids are filled at the earliest opportunity.

3. PERSONNEL

- 3.1 To have responsibility for ensuring that staffing levels are sufficient to ensure safe and effective service delivery, i.e., to manage rotas and recruitment as relevant
- 3.2 To ensure that all staff have access to the necessary support and resources required to enable them to do their jobs safely and effectively.
- 3.3 To ensure that regular, minuted staff meetings are held.
- 3.4 To provide and minute one-to-one supervision sessions for all staff reporting to you, at regular recognised intervals.
- 3.5 To work with the HR and Admin Manager to be responsible for the recruitment, appointment and induction of staff.
- 3.6 To work with the HR and Admin Manager to develop, implement and monitor a training programme for all staff within your services.
- 3.7 To promote and maintain good relations within your staff team.
- 3.8 To promote good relationships between staff and clients.
- 3.9 To work with the HR and Admin Manager in managing volunteers working in your services.
- 3.10 To have a full understanding of Crawley Open House's disciplinary procedures and to take appropriate action under them when required.
- 3.11 When required, to undertake or lead investigations as part of a disciplinary process.
- 3.12 To ensure that all staff, clients, contractors, etc. are aware of and comply with Crawley Open House's Equal Opportunities Policy.

4. CLIENTS

- 4.1 To ensure that clients are made to feel welcome and that they are all treated in line with the philosophy, aims and objectives of Crawley Open House.
- 4.2 To fully promote user welfare and involvement, wherever appropriate, within your service, i.e., to involve them in decision making, gain feedback, welcome suggestions, etc.
- 4.3 To ensure that any clients requiring specialised help are identified and ensure that their needs are met in the most appropriate way.
- 4.4 To ensure that all clients are aware of the complaints procedures and how to access them.
- 4.5 To work closely with, and to counsel, clients identified as being specific risks to themselves or others due to violence or other serious problems.
- 4.6 To ensure that all staff take immediate action against any clients who use or who are suspected of using illegal substances, or alcohol within your service.
- 4.7 To ensure adequate provision is made for any client's pets that are using the service.

5. PLANNING

- 5.1 To meet, liaise and negotiate with other members of the management team to enable the smooth running and development of the organisation.
- 5.2 To attend regular planning and development meetings with the C.E.O., Head of Operations or Trustees as required.
- 5.3 To take a full role in further developing the work of the organisation.

6. LIAISON, PUBLICITY AND PUBLIC RELATIONS

- 6.1 To ensure that you liaise effectively with all partner organisations (Crawley Borough Council, CGL, Social Services, Sussex Police, West Sussex County Council, etc.)
- 6.2 When requested to give talks on the work of Open House to groups such as churches, schools, youth groups, Rotary, Lions, etc.
- 6.3 To attend any necessary or relevant meetings away from your service.

7. LEGAL AND COMMITTEE RESPONSIBILITIES

- 7.1 To attend meetings of Trustee sub-committees as requested.
- 7.2 To represent the project on committees of other organisations as appropriate.
- 7.3 To be responsible for the health and safety of clients using the services and to ensure that risk is managed effectively reporting concerns as appropriate.
- 7.4 To be aware of safeguarding issues and to promote these in our services reporting concerns appropriately as appropriate.

8. HEALTH AND SAFETY

- 8.1 To ensure that Crawley Open House is a safe place to live and work at all times. This includes regular risk assessments throughout your service.
- 8.2 To ensure that all catering areas comply with relevant health and safety regulations regarding food storage, handling and preparation.
- 8.3 To keep up to date with all relevant legislation relating to Health and Safety.
- 8.4 Ensure that all staff and clients are aware of, and comply with Crawley Open House's Health and Safety policies.
- 8.5 Ensure that all staff and clients are aware of procedures and policies relating to fire or other emergencies and comply with them.
- 8.6 To carry out regular Health and Safety audits and risk assessments of your service and to ensure that appropriate records are kept.
- 8.7 To ensure that regular monthly fire drills and weekly fire alarm tests are carried out and documented in all areas of COH.
- 8.8 To ensure that your service is maintained and repaired to a high standard to provide a safe, welcoming and functional environment for all staff and clients.

9. GENERAL

- 9.1 To attend regular supervision sessions with the Head of Operations.
- 9.2 To work closely with other senior staff to promote the aims and ideals of Crawley Open House.
- 9.3 To undertake any other reasonable duties consistent with the objectives and responsibilities of this post.
- 9.4 To keep your knowledge and understanding relevant and up to date by liaising closely with other voluntary and statutory organisations working within the homelessness field.

OTHER RELEVANT MATTERS

- The post holder will be required to respond to emergencies outside of normal duty hours and to take part in the on-call rota.
- The post holder may be required to fulfil the above duties outside of normal office hours. If appropriate this time can be taken as time off in lieu.
- The post holder is required to treat all information – both verbal and written – in accordance with Crawley Open House confidentiality and data protection policies.

THIS JOB DESCRIPTION OUTLINES THE MAIN DUTIES AND RESPONSIBILITIES OF THE POST HOLDER. THE POST WILL INCLUDE OTHER DUTIES AND RESPONSIBILITIES NOT SPECIFIED HERE.