



DURHAM ACTION ON SINGLE HOUSING LTD

Job Description

Job Title: Supported Housing Manager

Job Purpose: Accountable to the DASH Director, the Supported Housing Manager is responsible for ensuring support to service users residing in DASH's supported accommodation and in their own tenancies. The role will achieve effective housing management across all projects and will deputise for the DASH Director, as required.

Responsible to: DASH Director

Areas of responsibility:

Operational delivery

1. To ensure that the needs of all residents are properly identified and that the appropriate support is given.
2. Delivery of service to ensure safeguarding and welfare of all residents are fully considered in line with processes and that property condition is maintained.
3. To be responsible for overseeing the referral and assessment procedures.
4. To be responsible for housing management issues and working in conjunction with other employees to monitor the delivery of repairs and property improvements to ensure minimal impact on service users and good quality and compliant works are carried out.
5. To ensure service user records and data held on Inform (CRM) is updated with accurate and up to date information and is managed in accordance with statutory guidance and legislation.
6. To be responsible for adherence to Health and Safety legislation and working closely with the Health, Safety and Property Management Officer, promote good Health and Safety practice.
7. To ensure that all licences and tenancy agreements are properly drawn up and adhered to including the preparation and provision of regular monitoring reports.

8. To manage the sale and purchase of properties
9. To be a contact for emergency situations.
10. To produce a report on the day-to-day activities of the service and to present to the Management Committee as required.

People leadership

1. Responsible for the motivation and line management of housing support employees, including VWP employees, subject to the direction of the Director.
2. To be prepared to undertake training and development as identified and agreed in consultation with the Management Committee, and relevant to the position.

Stakeholder relationships and advocacy

1. To promote DASH strategically through attendance of meetings, conferences and training events relating to current and anticipated homelessness issues and trends.
2. To attend Trustee meetings and sub-committee meetings as appropriate.
3. To promote the projects and extend the range of referral contacts.
4. To develop relationships with other organisations and maintain a close working relationship with relevant agencies including with commissioners.

Other

1. To deputise as required for the DASH Director and provide appropriate cover in his/her absence.
2. To perform any reasonable duties which the Management Committee might require. These duties could change over time in response to changing organisation requirements, and the post holder will be fully consulted if substantial change occurs.