Job Description Vineyard Compassion  
Emergency Housing Manager

**Role:** Emergency Housing Manager

**Organisation:** Vineyard Compassion

**Location:** Hope Centre (Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

**Line Manager:** Programme Manager

**Hours of Work:** 40 hours per week

**Salary:** £24,000 per annum

**Pension**: A pension is offered with this role

**Holiday allowance:** 31 days per year including bank holidays (pro-rata)

**Length of employment:** Permanent

**Final application date:** Wednesday 4th March at 4pm

**Interview dates:** On/after Thursday 12th March, including week commencing Monday 16th March

**Likely start date**: ASAP

# About Vineyard Compassion

Vineyard Compassion provides people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed and thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion, a charity birthed out of Causeway Coast Vineyard Church with a Christian ethos and values, is first and foremost a volunteer organisation with (paid) staff coordinating the projects and releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work. For more information, please visit our website [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk).

**Project Summary**

Compassion Housing exists to provide emergency temporary accommodation to people who are homeless and in crisis, while a more permanent housing solution is being sourced. Compassion Housing is part of Vineyard Compassion’s holistic service which seeks to support an individual in crisis, empowering them to take responsibility for their future by making informed choices. Within Compassion Housing we are seeking to support Vineyard Compassion clients through a tailored support plan. Through support offered, residents are enabled to identify and deal with their issues with the aim of achieving stability, wholeness and positive change – primarily in relation to their housing situation. Compassion Housing helps its residents to deal with issues in their lives which prevent them reaching their full potential; empowering and equipping them to take the critical steps from dependence to independence. The goal is to prepare and empower people to move on from Compassion Housing capable of living confidently, independently and with all the skills they need to manage their tenancy.

# Role Summary

The Housing Manager will be a Christian and he/she will be required to represent Vineyard Compassion’s Christian ethos throughout all his/her activities by applying a Christian mind-set and attitude to the role and to spiritually support the work of Compassion through Christian prayer and fellowship. The Housing project provides Christian support, guidance and mentoring to people dealing with a range of issues; empowering and enabling them to make positive choices and through goal setting move towards sustainable living, promoting confidence and independence, helping them to further live out their purpose in life.

**Job Purpose**

To maintain and develop a supported housing service for those suffering from homelessness.

This includes:

* To manage a caring team which will consider, construct and implement individual support plans;
* Exercise over-all responsibility for the welfare of occupants, staff and property;
* To undertake and manage the provision of supervision and support to occupants;
* To undertake and manage housing management functions;
* Sustain positive working relationships with relevant statutory and voluntary agencies;
* To initiate, supervise and participate in the progression of individual support planning in respect of each occupant;
* To maintain a highly efficient key-worker system;
* To run the accommodation cost-effectively, and within the budget set by the Directors;
* To preserve the charisma and philosophy of support as promoted by Vineyard Compassion; and
* To oversee a harmonious atmosphere within the accommodation.

**General Duties**

* To generate among the staff and volunteers a sense of the importance and humanitarian worth of their job, to foster staff co-operation and contentment.
* To foster an ethos that is relaxed, accepting and homely in which the occupant’s happiness, well-being, and progress are of primary importance.
* To ensure that proper procedures are followed in relation to referrals, assessments, support and move on in order to achieve the purpose of the accommodation, which is to maintain and develop a supported housing service for those suffering from homelessness, to achieve control over their lives and begin the road to independence.
* To participate in a rota system of work consisting of day, evenings and weekends as required.
* To respect confidentiality regarding your work.
* To participate in monitoring occupants’ progress and undertake to give verbal and written reports to the Directors as required.
* To ensure conformity to any regulatory requirements with the assistance and support of staff and Directors as required.
* To oversee the provision of support to occupants who access Vineyard Compassion’s services.
* To oversee, maintain and keep written records of the support provided to occupants.
* To make safeguarding a priority - adhering to Vineyard Compassion’s Safeguarding Policy, attending monthly safeguarding reviews and raising any appropriate concerns with Vineyard Compassion Designated Safeguarding Officer
* To oversee an efficient complaints procedure.
* To maintain and protect the integrity of the occupant’s forum, allowing freedom of expression.
* To oversee staff and volunteers to ensure that they effectively and diligently carry out their duties.
* To sustain a programme of regular staff supervision.
* To convene and chair regular staff meetings.
* In conjunction with other staff in the organisation formulate a programme of training for staff members on a yearly basis, within the available budget, aimed at having an appropriately qualified staff in all areas.
* To regularly review, with staff and volunteers, and participate in the progress of occupants in realising their objectives and progressing towards independence so that the support of occupants is paramount among all other activities.
* To ensure that there is adequate staff cover, including the use of volunteers, at all times.
* To maintain good staff relations and encourage the professional development of such staff.
* To ensure all records relating to accidents, incidents, medication and other aspects of the accommodation activity are properly maintained.
* To initiate relative liaison with other agencies and maintain effective and efficient communications.
* To oversee all contact with relevant external agencies and statutory bodies with an interest in the welfare of the occupant.
* Where required, to oversee the resettlement of occupants back into the community.

**Occupancy Management**

* Ensure occupants understand their occupancy agreement, their rights and obligations.
* Ensure occupants comply with the terms of their occupancy.
* Ensure all breaches of the occupancy agreement are investigated and appropriate action taken.
* Oversee the administration and maintenance of occupancy agreements providing information and advice on occupancy issues as they arise.
* Action any failures of occupancy compliance in cases where an eviction/termination notice is proposed against an occupant.
* In regard to the Landlord functions of running the accommodation – liaise and jointly work with external agencies as required. i.e. Housing Executive, environmental health, planning, building control, housing benefit, etc.

**Occupant Participation**

* Oversee, liaise, consult with, and actively advance occupants’ meetings, encouraging participation in decision-making processes that affect the running of the property.
* Oversee and encourage occupant participation and ensure occupants play a part in the smooth running of the accommodation.

**Rent Collection (“Rent” includes licence fee)**

* Where required, collect, record and bank licence fees and service charges.
* Monitor payment of licence fees and service charges.
* Ensure that housing benefit claim forms have been correctly completed to ensure prompt payment of rent by occupants.
* Oversee the gathering of any data and budgetary information requested for the reviewing and setting of annual rent levels.
* In conjunction with the Administrator, liaise with the housing benefit department to ensure prompt payment of rent by occupants.

**Accounting and Arrears Recovery**

* Ensure that rent and service charge arrears are collected.
* Monitor non-payment of rent and take relevant action on arrears.
* Liaise with the housing benefit department to ensure that rent arrears do not accrue by occupants.
* Provide general advice to occupants regarding benefit entitlement to minimise the risk of rent arrears.

**Responsive, Major and Cyclical Repairs**

* Oversee the inspection and reporting of day-to-day repairs and estate maintenance.
* Ensure that repairs and estate maintenance issues are identified, and appropriate action taken and implemented with Director’s approval.
* Oversee the planning of cyclical maintenance tasks including obtaining quotes and liaising with contractors.
* Monitor progress on repairs and supervise work to be done
* Ensure agreed repairs and maintenance are carried out promptly and to a high standard.

**Estate Management**

* Oversee that the dwelling (including the curtilage) is kept in a clean and tidy condition (inside & out).
* Monitor the provision of housing services such as heating, provision of furniture, etc.
* Oversee the replacement of household items.
* Oversee the maintenance of common areas, including litter picking, removing graffiti and refuse disposal.
* Oversee the patrolling of accommodation and curtilage, reporting repairs and discouraging crime and anti-social behaviour.
* Carry out risk assessments and hazard reporting relating to the property and its curtilage in line with health and safety policy and procedures.
* Ensure that fire and other equipment is regularly serviced, tested and complies with health and safety requirements.
* Liaise with relevant authorities and the Directors of the organisation to ensure that all aspects of health and safety are implemented, including ensuring that fire drills are carried out as required.
* Oversee that the property is maintained in a secure condition, monitoring regular checks on the property and ensuring that outside doors are secure.

**Void Control**

* Oversee all occupancy applications and property viewings.
* Oversee the selection of occupants ensuring that good practice and equality of opportunity are followed.
* Issue occupancy offers and ensure paperwork is completed properly.
* Maintain waiting lists and ensure that voids are kept to a minimum.
* Manage vacancy generation and occupancy termination.
* Inspect empty dwellings and specify repair works needing to be carried out.
* Arrange for repairs of empty dwellings as appropriate and manage repairs contractors.

**Pastoral Responsibilities**

* Uphold and display our pastoral share model amongst all individuals around CCV and Vineyard Compassion
* Pray with and lead others into a personal relationship with Jesus
* Signpost others to appropriate pastoral / spiritual help within the church
* Positively promote the Christian faith in line with the objectives of Vineyard Compassion and Causeway Coast Vineyard
* Promote the work within Causeway Coast Vineyard (of which the successful candidate will attend – as an existing member or will be prepared to join, as many clients attend CCV and of which Vineyard Compassion is a department), encouraging volunteers to become involved in the many aspects of the work (Support Team, Prayer Team, financial support, etc)

**Other Duties**

* This job description is a broad picture of the post at the date of preparation. It is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. It is not an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position and it is recognised that jobs change and evolve over time. Consequently, the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

**Personnel specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | 5 x GCSEs (or equivalent) at Grade C or above including Maths  Full driving licence & own transport | Level six qualification (e.g. HND, HNC, Degree) in Housing Management / Business / Social Care or relevant discipline |
| **Experience** | 3 years’ experience in a public facing role  Experience in meeting agreed deadlines and targets whilst managing a complex and varied workload  Experience of leadership and managing a team  Experience of working with those facing poverty / social disadvantage / vulnerable & at-risk individuals  Experience & understanding of mental health issues, addictions & offending  Experience of managing confrontation and conflict situations, bringing about resolution  Experience of making difficult decisions and implementing actions that others disagree with in a positive manner  Pastoral experience including praying with and leading others to personal faith in Jesus | Experience working within a housing or property context  Experience in social housing across a range of housing management functions  Member of the Chartered Institute of Housing  Experience of liaising with external agencies  Experience of working in a church or charity environment  Experience of managing volunteers  Experience of providing training to staff.  Experience of overseeing budgets |
| **Skills** | Understanding of social housing and current issues affecting the sector  Project Management Skills  Skill and ability to support people dealing with mental health issues, addictions & offending with the goal of seeing them find hope, health and freedom  Troubleshooting / Problem solving  Able to deal with high pressure environments, stressful situations or volatile individuals in a calm manner  Conflict management and resolution  Excellent at inspiring and motivating others  Excellent organisational skills including planning, setting priorities, meeting deadlines and time management  Able to make difficult decisions, communicating and implementing actions in a positive manner  Good communications skills; verbal, written and oral  Able to work on own initiative and as part of a team  Concern for excellence and attention to detail  Logical, articulate approach to work.  Skilled in budgets and financial processes  Good IT and admin skills (competent in MS Office etc) | Understanding of Housing Benefits system and Universal Credit |
| **Personal / character** | Enjoys a dynamic and changing environment  Commitment to the statement of faith of Vineyard Churches UK and Ireland  Willingness and ability to communicate your own story of your faith journey  Life-long learner, eager to improve your skills and strengths; personally, and in your role  Responsive to correction and direction  The successful applicant will work within the framework of a collegiate leadership structure and therefore show a high degree of relational and emotional intelligence  You will have a clear awareness of your strengths and a requisite track record in utilising them in a team context |  |
| **Special Circumstances** | A flexible approach to working hours (including evenings when required & emergency situations), and the range of duties this role can involve. |  |
| **Physical requirements** | Good general health to meet the demands of the post. |  |

**Additional Information**

For this role, we hire for character, competence and chemistry and culture:

**Character** – You must love Jesus, love the church and be committed to our mission here at Vineyard Compassion & Causeway Coast Vineyard church

**Competence** – You must be an outstanding person with a high level of gifting and ability

**Chemistry** – You must be a relational fit with our team, particularly those you will be working closely with

**Culture** – You must be someone who will engage with, embrace and impart the culture of Causeway Coast Vineyard church & Vineyard Compassion

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk

**Please return completed forms by** **Wednesday 4th March at 4pm:**

**Email:** david.mccracken@vineyardcompassion.co.uk

**Post:** David McCracken, Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

\* Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. The selection criteria may be enhanced at the shortlisting stage if a high volume of candidates meet the current essential criteria. Appointments are subject to verification of appropriate qualifications and vetting clearance.