



Caring in Bristol

Homelessness Prevention Services Manager

Pay Scale: D (starting salary £37,065 – £40,410 depending on experience)
Contract: Permanent full time (4 days per week considered for the right candidate)
Leave: 33 days per annum (inclusive of bank holidays)
Conditions: Role subject to an Enhanced DBS check; which we can organise
Responsible to: Head of Operations & Impact
We offer: Flexible working options, 5% workplace pension

Job summary

This is an exciting senior role in our service delivery team, focusing on the delivery and development of our early interventions to help Bristolians avoid or move on from homelessness.

We are looking for a leader with project and people management skills, and an understanding of how to support people who are experiencing multiple barriers to safe and appropriate housing. This role manages a small team of staff and will have a specific responsibility for ensuring the voices of lived experience are represented in our organisation.

Who we are

Caring in Bristol's vision is a city empowered to solve homelessness. We work in innovative ways with people experiencing housing insecurity to help them navigate the barriers they face. We engage with the public and community partners to bring about lasting change in Bristol and beyond.

Our homelessness prevention services aim to reach people where they are, targeting under-served communities and proactively designing our services to be accessible and inclusive. We maximise our impact through committed and creative outreach to key groups who would not otherwise receive support.

Our values

Collaboration

We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact.

People first

We value the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. The wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity.

Focus on the end goal

We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness.

How to apply

To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name – Prevention Services Manager*. The deadline for applications is Sunday 19th May at 11:59pm. We may interview before this date if suitable applications are received and reserve the right to close the application process early.

Accessibility

If you experience any impairments that we can make any reasonable adjustments for, let us know or send any queries to recruitment@caringinbristol.org.uk

About the role

The postholder will be responsible for these two key services for adults experiencing housing insecurity:

- **Early Doors:** Launched in 2021 and delivered with additional expertise from a partner charity (Housing Matters), Early Doors tackles homelessness by empowering community members with information about their rights, and support to understand and access the right services for their goals. The project is informed by research and co-production, enabling it to respond to the issues experienced in its target communities. Through a combination of consultation, community outreach and 1-to-1 support; Early Doors enables people to take action that prevents homelessness occurring or escalating.
- **Bristol Goods:** Emerging from our hugely impactful food project during the pandemic, Cheers Drive, this service is another key part of Caring in Bristol's homelessness prevention toolbox. Bristol Goods operates food clubs that help tackle our members' food insecurity while opening up access to further housing advice and support. The food clubs are powered by volunteers with staff support. At present, we run 3 weekly food clubs in Hartcliffe, Imperial Apartments and for young people at our central HQ.

These are both relatively new initiatives, and the Homelessness Prevention Services Manager will have a unique opportunity to shape their evolution. One key responsibility is to actively demonstrate the impact of the work with evidence - the postholder will ensure effective monitoring and evaluation shapes the services and can demonstrate what 'best practice' looks like to the sector in Bristol and beyond.

The role will have line management responsibility for project staff including the Food Project Manager, Housing Rights Support Worker and Outreach & Groupwork Coordinator.

The role will join our senior management team, helping to ensure our services are delivered to a high standard, and taking a lead responsibility for ensuring the voices of lived experience are reflected in Caring in Bristol's work.

KEY RESPONSIBILITIES

1. Oversee delivery and lead on the development of our community-based homelessness prevention services (Early Doors and Bristol Goods), including on-site participation where appropriate.
2. Leadership of the staff team that deliver these projects; providing line management and development opportunities as well as facilitating team meetings and case reviews. This will also involve coordination and oversight of some staff at any partner charities we may commission to co-deliver the work.
3. Develop effective collaborative networks and partnerships with key organisations in the relevant communities for our prevention projects, promote the broader work of CiB, act as a representative of the charity.
4. Work closely with the Head of Operations and Youth Services Manager to develop a consistent approach and operational resilience, including participating in the on-call support rota for all services.
5. Contribute to the senior management of Caring in Bristol, influencing the strategic direction of the charity. Act as the lead for Lived Experience within the staff team, advocating for the voices of our services users and that community representation is built in to all our work, ensuring the charity reflects our city

Project delivery and practice model:

- Leading the delivery, development and future planning of prevention services, ensuring best practice, piloting new ways of working and improving our support offer to target groups.
- Managing, supervising and training the prevention team to ensure that we offer a safe and top quality service to our beneficiaries.
- Monitor and manage the development of the programme as it evolves and grows, adapting to 'what works' and the changing external environment.
- Collaborate with our Volunteering Manager to identify and develop opportunities for community volunteers to support our prevention work.
- Assess and manage risk, ensuring best practice safety and safeguarding of staff, volunteers and service users.

Development and partnership working:

- Help create effective collaborative networks with key communities in Bristol to ensure the project reflects the communities it serves, can be shaped by their needs and mutually delivered.
- Identify appropriate reciprocal referral pathways with relevant organisations that can provide routes to housing support for those who not normally access it.
- Run regular case review meetings and actively encourage reflective culture within the staff team with a view to continuous improvement
- Contribute to sharing learnings and best practice with other organisations in the sector and proactive in learning from others/other organisations;

Strategy and leadership:

- Create an effective plan and set of deliverables for the next 3 years of Early Doors and Bristol Goods with input from the staff delivering the projects;
- Work with the Head of Development to seek opportunities for future funding streams;
- Effectively embody the culture and values of the charity and ensure that this is embedded across the prevention team and wider organisation;
- As part of the leadership team, ensure representation in our organisation for lived experience and groups that disproportionately experience homelessness. You may choose to create a staff or volunteer working group to champion this and raise the voices of our service users.

Monitoring and evaluation:

- Ensure adequate monitoring, evaluation, and reporting processes are in place that clearly illustrate the impact of Caring in Bristol's prevention services on our clients' risk of homelessness;
- Report on project development internally to the Head of Operations & Impact as well as working with the fundraising team to provide project funders with the information they require in a timely manner;
- Establish and maintain a team culture of learning, where the staff feel empowered to trial different approaches and are able to evaluate their success with demonstrable evidence.
- Where appropriate, commission and oversee external evaluation, ensuring robust, independent reports are created that can be shared with funders and other external parties.

Other Responsibilities:

- Occasional work outside of traditional office hours to support prevention services on location (in Bristol)
- You may be required to pick up some direct work with clients if a staff member is absent or there is a particularly challenging piece of casework;
- To participate in the on-call rota for out-of-hours emergencies;
- Follow Caring in Bristol policies and procedures and observe our staff Code of Conduct;
- Actively participate in and attend supervisions, annual review processes and identified training;
- Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

Skills and experience

We expect you to meet most of these criteria. However, we don't expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

- Significant experience of managing and delivering services for vulnerable beneficiaries, ideally within the homelessness or housing sector, to a high standard.
- An innovative and resourceful approach to ongoing development of the services we provide, identifying new needs and opportunities within our client base.
- Experience working directly with challenging clients, operating with sensitivity as well as assertiveness.
- Demonstrable ability to deliver successful projects and services within required scope, timeframes and budget, and with impactful outcomes.
- Robust knowledge of safeguarding protocols and the ability to identify issues before they escalate.
- Proven track-record of line managing staff effectively and compassionately, with a positive, collaborative management style which seeks to empower others.
- An understanding of the importance of recording data and evidence, and the ability to motivate a team to use the appropriate systems.
- Skilled in facilitating, supporting, and boosting relationships, keen to network and maintain connections
- Strong IT skills including the Microsoft Office suite, in particular Excel, and experience of using databases.
- An understanding of the causes and effects of homelessness.
- A commitment to continuous improvement and personal development.
- An excellent communicator both written and verbally with an eye for detail.
- Understanding and empathy with volunteering and ideally experience of working alongside community volunteers or participants.
- A passion to change Bristol for the better.