



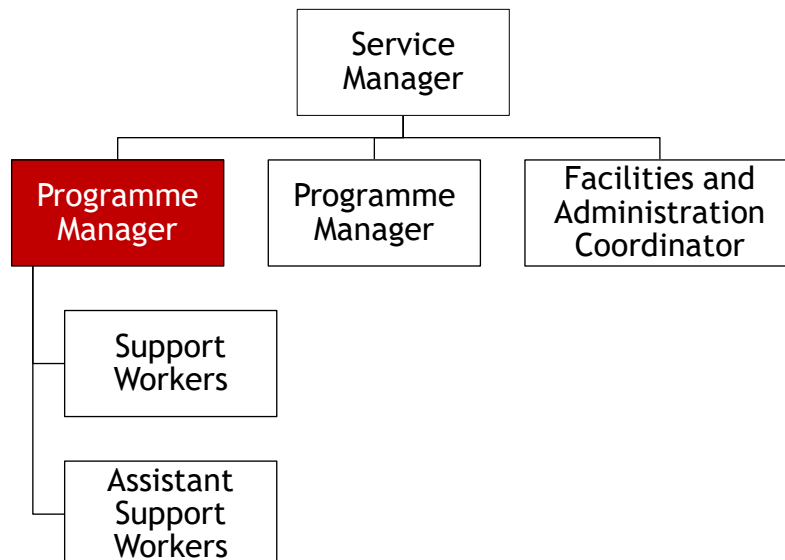
## JOB PROFILE

<b>Job title:</b>	Programme Manager
<b>Purpose:</b>	<p>The role of Programme Manager is central to achieving positive outcomes for our vulnerable clients and has operational responsibility for a specific area of programme within the service.</p> <p>You will ensure the programme you co-ordinate maximises client input and emphasises choice and control in all areas of service delivery.</p> <p>You will be part of the management team producing a high quality and cost-effective service, deputising for the Service Manager when required. You will monitor service delivery in line with contractual and organisation requirements.</p>

The work of the Homelessness Services Unit is underpinned by our Strategic Mission Plan; our programmes encourage purpose and relationships, a sense of community and provide support. The Unit is a centralised service within the Mission Department of The Salvation Army. The mission of The Salvation Army is to see transformation in the lives of individuals, whoever they are and whatever their situation.

The role of Programme Manager is vital to the running of a service to be able to achieve transformation in the lives of the service users by developing the support programme to be relevant and responsive to the needs of the service users. It is a management role, part of the on call rota and assists the Service Manager, who has overall responsibility for the Service.

### Organisation Chart





<b>Report to:</b>	Service Manager
<b>Accountable to:</b>	Regional Team
<b>Key working relationships:</b>	Local Authority housing team, Police, Benefits Department, Specialised agencies, Local community
<b>People management:</b>	Support workers and other staff as decided locally e.g. a team of support workers and assistant support workers.
<b>Operating budget:</b>	The service has a detailed budget. This post is part of the management team and as such required to work within and understand budget parameters, particularly aware of income and debt management.

### You will...

- Understand and work within the Mission and Values of The Salvation Army, acting in a professional and ethical way at all times when representing the organisation
- Ensure a high-quality support programme is delivered which emphasises client choice and control and meets the needs of clients and funding bodies in terms of positive outcomes
- Ensure effective case management through case allocation, the accurate and timely maintenance of client records/databases, multi-agency working, file and case reviews and reflective practice
- Co-ordinate an innovative, high quality support programme to achieve positive outcomes for clients emphasising client choice and control
- Effectively manage a team of support staff in line with Salvation Army policies, including managing performance against organisational and contractual KPIs
- Role model the core values of the Salvation Army to ensure positive relationships across the service and an environment which fosters wellbeing
- Implement all financial control measures as required to ensure the service receives all possible income and the clients are supported to pay all outstanding charges and remain debt free



- Liaise with external agencies and internal stakeholders to establish a network of support in line with client needs to achieve strategic relevance and contractual requirements, and represent the Salvation Army at local events as required
- Collaborate with the Chaplain to promote and facilitate the Chaplain's involvement within the programme (where applicable)
- Support and develop support staff in their professional development and their work with clients and provide coaching and mentoring for support staff
- Take responsibility for own personal development by developing and updating knowledge base in areas associated with the field of homelessness
- Participate in staff recruitment and performance management processes including undertaking investigations as required for incidents, grievances and disciplinary matters as required
- Deputise for the Service Manager in their absence

### **You have...**

- Previous experience of managing and delivering a client focussed service which undertakes holistic support needs, risk assessments and identifies appropriate support for clients (A, T, I)
- Previous experience of working with and providing support to vulnerable people (A, I)
- Demonstrable experience of leading and managing staff, including recruitment, development and performance management (A, I)
- Proven experience of developing innovative support programmes incorporating an understanding of stakeholder and service user involvement (A, I)
- Good working knowledge of developments in the homelessness sector including current legislation (I)
- Excellent written and verbal communication skills including public speaking, chairing meetings and working with external stakeholders (I)
- Good organisational skills, attention to detail, effective time management, the ability to prioritise work, and be able to respond to tight deadlines, working both on an individual basis and as part of a team (A,I)



- Good numeracy skills with the ability to review and understand financial information (T)
- Demonstrable experience of using IT software packages with good skills in Word, Excel, Outlook and databases (A, T, I)
- Evidence of commitment to personal continuous professional development and the ability to contribute to the creation and maintenance of a culture of continuous improvement within the service (A, I)
- Relevant Qualification at level 3 or above (A)
- The ability and willingness to work within, be empathic with and promote the Christian ethos and values of The Salvation Army Mission (A,I)

### You may have...

- Project management qualification (A)
- First Aid certificate (A)
- Knowledge of the state welfare benefits system (A)

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

**We expect you to exhibit behaviours that model our values of integrity; accountability; compassion; passion; respect and boldness; working in a way that is trauma informed and strength based all within a psychologically informed environment.**

This is the job profile as it is constituted at the date shown. It is the practice of The Salvation Army to examine job profiles in order to update them periodically and ensure that they relate to the job being performed, or to incorporate any proposed changes.