



## Job Description

**Job title:** Practice and Participation Manager

**Reporting to:** Head of Policy & Programmes

**Location:** Mallusk and hybrid working

**Hours:** 35 per week

**Duration:** Permanent (subject to funding)

**Salary:** Equivalent to NJC SO2 commencing £34,834

**Benefits:** 5% contributory pension scheme, access to Westfield Health Care and Blue Light Card. Homeless Connect also offers 25 days annual leave in addition to recognising 12 public/bank holidays.

---

### Job purpose

Supporting Homeless Connect member organisations and their staff to develop and deliver excellent services to help prevent and alleviate homelessness in Northern Ireland by:

- Gathering and sharing of effective approaches and interventions that meet the needs of staff working in services.
- Developing understanding and capacity to implement new models of service design.

Ensuring people with lived experience are actively involved in the design and development of services and solutions.

### Key tasks and responsibilities

#### 1.0 Membership support and development

- 1.1 Responsible for the management of Homeless Connect's membership services, including membership retention and growth.
- 1.2 Facilitate and chair meetings, events and member stakeholder forums.
- 1.3 Responsible for the management of Homeless Connect training services, including learning and networking events for homelessness service providers and their delivery partners.
- 1.4 Identify and disseminate emerging good practice to support members in the delivery of their services and more widely, to help end homelessness in Northern Ireland.
- 1.5 Co-ordinate and/or commission the production of resources for use by practitioners working in homelessness and related services.

1.6 Prepare and produce written information on practice matters including reports, blogs/articles, social media, web content and undertake any other means of communicating and disseminating practice information.

## **2.0 Advocacy and engagement**

2.1 Lead on the design and delivery of a lived experience programme that ensures that the needs and perspectives of people experiencing homelessness are listened to and acted upon.

2.2 Working closely with policy colleagues, ensuring that people with lived experience of homelessness are involved in influencing decision making at government level on homelessness policy and practice matters, and related issues.

2.3 Responsible for the management of the Frontline Network project, for staff working in homelessness and related services.

2.4 Build positive and collaborative relationships with statutory and Voluntary, Community and Social Enterprise (VCSE) service providers.

2.5 Design and deliver presentations for events, including seminars and conferences.

2.6 Act as media spokesperson when required.

## **3.0 Leadership and Management**

3.1 Contribute to the development, monitoring and implementation of business plans in conjunction with the line manager.

3.2 Contribute towards budget setting and monitoring processes for projects in conjunction with the line manager and business services team for reporting purposes.

3.3 Undertake line management responsibilities including staff supervision, support, and training & development.

3.4 Assist and contribute to recruitment and selection of staff.

## **4.0 General**

4.1 Contribute to the budget setting process and assist with budget monitoring in conjunction with the Head of Business Solutions.

4.2 Lead and support a staff team including line management, supervision and training & development and assist and contribute to recruitment and selection of staff as required.

4.3 Ensure that all health & safety and security procedures are followed by your staff team and people with lived experience while working with Homeless Connect.

4.4 Contribute to a positive, supportive, and effective team working environment and carry out duties in line with the organisation's policy on equality and diversity.

4.5 Actively participate in supervision, appraisals, work planning and training as required.

4.6 Undertake any other relevant duties as identified by the Chief Executive.

The duties of the post will be subject to review in accordance with the needs of the organisation.

## **Person specification**

### **Essential Experience**

1. Demonstrated knowledge and understanding of the support needs, barriers and current service provision faced by people experiencing homelessness, or other forms of social inequality.
2. At least 2 years' operational and/or strategic experience relating to the delivery of services for people experiencing homelessness or other forms of disadvantage.
3. At least 1 years' experience in project management, including successful planning and management of multiple priorities and working to a budget.
4. A sound track record in the development and management of training and events programmes for learning and development purposes.
5. Experience of providing best practice guidance and/or supervision support to people working in homelessness services.
6. Experience in organising meetings and/or events, planning agendas and recording and monitoring agreed actions and funder requirements.
7. At least 1 years' experience of staff management including managing staff performance and development.
8. Demonstratable experience of managing and monitoring budgets.

### **Essential Skills**

9. Networking, influencing and negotiation skills with experience of building effective, credible relationships internally and externally with people at all levels.
10. Effective critical thinking, analytical and problem-solving skills, with a creative approach to generating ideas and developing new ways of working.
11. Strong verbal and written communication skills, including writing with impact for a range of audiences e.g., blogs, resources, reports and web content.
12. Preparation and delivering presentations, workshops, training, or other public speaking and/or facilitation.
13. Using IT systems, including MS Office, on a day-to-day basis.

### **Desirable**

1. Understanding of the interaction between policy, practice and research and how this relates to service design and delivery.
2. Experience of co-ordinating training programmes for people with lived experience.
3. Influencing culture change
4. Co-ordinating research.
5. Facilitation of reflective practice or learning spaces for others