

YMCA CHESHIRE

HOUSING SERVICE MANAGER

Candidate Pack
April 2025



Welcome

Thank you for your interest in the position of Housing Service Manager (Gresty Road, Housing Led Team and Move on) at YMCA Cheshire.

This role is crucial to the work we do in the community supporting single people experiencing or at risk of experiencing homelessness, including mental health and substance misuse needs, accommodated across Cheshire East.

The full job description is on page 6-9 of this document.

There is also a person specification on page 10—we are looking for someone who

Believes that everyone has potential
Is an inspiration to others
Can work creatively, think on their feet and refuses to give up
Has the highest aspirations for those people with the fewest choices
Retains a positive attitude in the face of daily challenges

The post holder will report directly to the Senior Housing and Support Manager

Are you a passionate and experienced leader in housing and support services? Do you thrive in a fast-paced environment where you can make a real impact? YMCA Crewe is looking for a **Housing Service Manager** to lead and inspire our teams supporting individuals facing homelessness across three key services.

- **Gresty Road** – a 60-bed supported housing project
- **Housing Led Service** – 9 independent accommodation units in the community
- **Move On Service** – floating support for around 20 individuals in their own tenancies

Details about how to apply are at the end of this pack.

If you'd like an informal chat, please call me, Becky Parke, Head of Services and Impact on 01270 257673; otherwise please have a good read through this document, then fill in the application forms and return these by 5.00pm on Wednesday 21st May 2025.

We look forward to hearing from you!

Becky Parke

Becky Parke
Head of Services and Impact



About us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all backgrounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Cheshire.

- We believe everyone should have **a safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our main projects on Gresty Road and Valley Brook Campus, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Cheshire for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- There is a new service offering **mental health first aid** to the community, perhaps a coffee and chat for those feeling isolated or just need to talk.
- Our services are supported by our **three social enterprises**, the GLO Café, room hire and our Property Maintenance



Our values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our mission

YMCA Crewe is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.



Working at YMCA Cheshire



YMCA Cheshire currently has about 80 staff, 40 volunteers and 8 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit. The programme includes:-

- A full training package
- Free counselling through our Employee Assistance Programme
- Opportunities to attend conferences and visit other projects
- An onsite café with 20% discount for staff and residents.
- Staff room refreshments
- An onsite gym
- A flexible working policy
- Vouchers for long service
- Away days
- Staff meetings to share good news
- Group life cover
- Company sick pay
- Health care cash back scheme
- Birthday Leave

Job description (page 1)

Job Purpose

YMCA Cheshire provides supported accommodation for people experiencing or at risk of experiencing homelessness. The focus of this role is to oversee a number of our services, including;

- Gresty Road, a 60-bed supported housing project,
- Housing Led service, 9 units of accommodation in the community, commissioned by Cheshire East Council,
- Move on service, floating support provided to around 20 people living in their own tenancy.

The role will provide visible, operational leadership and direct line management to approximately 8 direct reports, leading the team to deliver a high-quality housing and support service.

Duties and responsibilities

Leadership, Management and Service Delivery

Line manage Housing Coaches, Senior Housing Coaches, Volunteers and Students.

Work with the Senior Housing and Support Manager to ensure that a positive culture is promoted amongst the staff team.

[Lead a daily briefing and allocate SMART actions to the team where appropriate.](#)

Carry out staff supervisions, provide coaching, wellbeing support and opportunities for training and development ensuring staff grow and reach their fullest potential.

Deliver in-house training to staff teams where appropriate and train staff on appropriate systems, policies or procedures and ensure that that policies and procedures and quality standards are adhered to by the team.

Draw up and update the rota ensuring all shifts are covered, authorising annual leave requests and arranging cover in periods of staff sickness/absence.

Overseeing the journeys of residents from referral stage through to resettlement.

Oversee the delivery of person-centred support, promoting independence, well-being, and social inclusion.

Ensure that assessments/plans/reviews and support sessions and are being carried out by the team and carry out quality checks of paperwork and interactions.

Ensure appropriate responses to the needs of residents presenting in a crisis.

Ensure a culture of staff well-being is promoted, encouraging staff to take the weekly wellbeing hour, lunch breaks, annual leave throughout the year, attend regular restorative practice and receive appropriate support after a serious incident.

Take responsibility for internal communication, sharing information with and from the wider organisation.

Ensure that the Values and ethos of the Association are a part of everyday life.

Job description (page 2)

Referral Process, Void management and Caseload Allocation

- You will work closely with the Local Authority and Partners to ensure all referrals are dealt with at earliest opportunity, and notes are recorded on the SPA system (where appropriate) in a timely manner.
- Liaise with partner agencies regarding referrals where appropriate and when there are voids, be proactive in pursuing referrals, liaising with the Local Authority and other agencies, and marketing the service.
- Ensure interviews are scheduled at the earliest opportunity minimising voids.
- Ensure an interview is undertaken which makes clear the terms and conditions of the Licence agreement and resident rights and responsibilities.
- Ensure a comprehensive Risk and Needs Assessment has been carried out with each referral, ensuring that the views of service users and key professionals are considered.
- Ensure each new person is inducted into the accommodation thoroughly covering all aspects of Health and Safety including what people need to do in any kind of emergency or crisis.
- Liaise with the Senior Housing and Support Manager regarding any refusals to service and complete the necessary paperwork.
- Ensure vacant rooms are turned around at the earliest and to the highest standard opportunity to minimise voids.
- Ensure every new resident is put on our CRM system (Inform) in a timely manner.
- Liaise with the Client Finance Manager to ensure all Housing Benefit claims are put in at the earliest opportunity, rent collection is efficient and residents are supported with budgeting/[financial management](#) where appropriate.
- Ensure new residents are allocated a Housing Coach within 48 hours of arrival.
- Attend Managers Meetings, Contract Monitoring meetings, Housing Forums, Networking Events and Conferences where appropriate.

Licence Compliance and Sustainment

- Ensure that residents receive a License Agreement based on their risk profile and support needs and that they are aware of their rights and responsibilities.
- Use a range of strategies to address resident non-engagement issues.
- Follow up service user issues, (including rent, room condition, ASB/rule breaking), using restorative practices and a process of warnings and behavioural agreements to reduce unplanned move on.
- Liaise with the Client Finance Manager ensuring rent and benefit issues are dealt with to ensure residents meet their financial obligations and that they are supported with budgeting/[financial management](#) where appropriate.
- To liaise with the Senior Housing and Support Manager regarding ending of licences or evictions and fill out the necessary paperwork to be submitted to Cheshire East.

Job description (page 3)

Stakeholder Engagement

Build and strengthen relationships with residents, local authorities, local employers, communities, partner agencies and other stakeholders.

Ensure a multi-agency approach to support ensuring that communication is strong and positive outcomes are met for residents.

Ensure service users are meaningfully consulted with and are supported and encouraged to give feedback and make complaints and that these are acted upon.

Developing working relationships with landlords and housing associations to help residents move on through resettlement.

Deal with issues and complaints raised following YMCA Cheshires process.

Promote and encourage the utilisation of volunteers and student placements.

Ensure that the profile of YMCA Cheshire is raised at every opportunity and that examples of good practice are shared with a wide audience, including commissioners, local employers, communities, and partners through a variety of communications including social media platforms.

Advocate and influence for service users locally and nationally where appropriate.

Health and Safety

Ensure the efficient running of the supported housing service, maintaining a safe and secure environment for residents, staff, and volunteers.

- Liaise with the Night Duty Manager regarding issues.

Ensure health and safety tours of building are being completed as per the Duty Rota.

- Ensure a thorough and comprehensive handover with night staff at the start and close of shifts.

Ensure lone working/People Safe device procedures are followed.

Ensure Risk assessments and risk action plans are in place where necessary.

Ensure the effective implementation and compliance of serious incident reporting in line with policy and procedures, carrying out investigations and implementing lessons learned.

Ensure room and property checks are completed on a regular cycle to ensure properties are safe and meet legal compliance.

If remedial works are required, you will ensure reporting to maintenance is conducted in a timely manner.

Job description (page 4)

Reporting, Monitoring and Administration

- To record incidents, events, and relevant information using the systems provided, particularly serious incident reporting.
 - Ensure robust systems are in place to ensure service user data is captured appropriately and kept up to date using current systems.
 - Ensure robust systems are in place to collate, monitor and audit quantitative and qualitative outcome data in line with contract monitoring e.g., outcome star, case stories, survey feedback.
 - Use data and feedback to influence delivery of service and continuous improvement.
 - Undertake administrative tasks, (e.g. collation of information for reports or returns), at the request of the Senior Housing and Support Manager
 - Manage financial and operational resources effectively e.g., petty cash, keeping accurate records and ensuring cost-efficient service delivery.
 - Contribute to draft policies and procedures when requested by the Head of Housing and Support Services

On call

Be on the on-call rota

Other Duties and Responsibilities

- Be part of an on call rota, or be trained to be part of an on call rota, depending on experience
- Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure equality and diversity is embedded within service delivery
- Work according to the policies and procedures of YMCA Crewe at all times
- Actively participate in the supervision and training process to develop better services and continuous personal development
- Undertake such other duties as may be reasonably be required
- Understand, embrace and promote the values of the Association, ie

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We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in the lives of service users.

We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.

We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

**The Job description is current as the date shown
In consultation with the post-holder, it is liable to variation**

Person specification

Essential	Desirable
<p>Experience of managing a housing support, homelessness service, or a related field.</p> <p>Strong leadership and team management skills.</p> <p>Ability to value differences in team members and work together effectively.</p> <p>Excellent communication and interpersonal skills, with the ability to build positive relationships with staff, service users, supporting people to develop their personal strengths and external agencies.</p> <p>An empathetic/compassionate and non-judgmental approach to supporting individuals from diverse backgrounds.</p> <p>Experience of developing partnerships and working collaboratively with other organisations.</p> <p>An enthusiasm for seeing people thrive.</p> <p>Experience of working with people with complex needs including challenging behaviour, substance misuse, mental health issues and/or criminal offending backgrounds.</p> <p>Knowledge of welfare benefits, housing legislation, and local authority procedures.</p> <p>Ability to develop and implement systems, policies, and procedures.</p> <p>A proactive and flexible attitude, with a willingness to work evenings or weekends if required.</p> <p>Strong commitment to maintaining confidentiality and professional boundaries.</p> <p>High level of emotional intelligence, Resilient and adaptable, strong problem-solving skills and the ability to manage challenging situations.</p> <p>Knowledge and understanding of safeguarding principles and procedures for vulnerable adults and children.</p> <p>Knowledge and understanding of equality, diversity, and inclusion in service provision.</p> <p>Competent in using IT systems, including Microsoft Office, Teams, and case management databases.</p>	<p>A relevant qualification in housing, social work, health and social care, or a related field.</p> <p>Knowledge of Restorative Practice, Psychological and/or trauma-informed practice.</p> <p>Knowledge of housing legislation, safeguarding, and health & safety compliance</p> <p>Budget management experience.</p> <p>Experience in securing funding or grants for housing services.</p> <p>Full, clean UK driving licence and access to a vehicle for work purposes.</p>

Key employment terms

- Permanent
- **1 x 40 hours per week**
- Monday– Friday, 8-4pm
- Salary 16.58 per hour, £34,493 per annum
- Responsible to Senior Housing and Support Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How to apply

- The closing date for applications is 5.00pm on Wednesday 21st May 2025
- These should be submitted via the application form on the YMCA Crewe vacancies page
- Shortlisted candidates will be interviewed week beginning **2nd June 2025**

