

Kettering Mind
Person Specification – Housing Services Manager

You will be proud to hold responsibility for our supported housing services and the wellbeing of the people we support. You will be passionate about offering the best possible services and upholding the wellbeing and development of the staffing team.

Factors	Essential	Desirable	Method of Assessment
Qualifications	Social care or housing related degree or Level 5 Diploma in Leadership for Health and Social Care or equivalent	Level 4 / 5 CIH Qualification	CV / cover letter and certificate check
Experience	<p>Experience of working at management level within a supported housing environment</p> <p>A minimum of 2 years' experience in leading and developing a staff team with substantial knowledge of:</p> <ul style="list-style-type: none"> • Actively managing performance and maintaining high standards at all times • Ensuring effective team communications • Leading and motivating a team to achieve best practice • Continuous development of the team and service by identifying training needs and coaching staff <p>Experience of undertaking assessments, reviews, development of personalised support plans and reporting on outcomes</p>	<p>Background in working with people with mental health problems</p> <p>Background working in a Registered Provider organisation</p> <p>Experience of CQC standards and compliance</p> <p>Experience of planning and delivering team training sessions</p>	CV / cover letter, interview and references
Knowledge and skills	<p>Competent IT skills and proficient in Microsoft Office packages.</p> <p>Able to provide comprehensive reports in different visual / information layouts</p> <p>Good working knowledge of current legislation, guidance and best practice relating to housing, tenancy management, safeguarding and empowering others</p> <p>Excellent organisational and time management skills and able to prioritise time and resources</p> <p>Effective communication skills, ability to engage others, build rapport and support personal development of individuals</p> <p>Strong partnership skills and ability to build and maintain excellent relationships internally and externally</p>	<p>Have experience of client record management systems</p> <p>Knowledge of mental health problems</p>	CV / cover letter, interview and references

	<p>Ability to respond professionally, flexibly, calmly and quickly in a crisis</p> <p>In depth knowledge of personalisation and recovery principles and how to apply these in support planning</p> <p>You must be a car owner with a full driving license, valid in the UK, willing and able to insure and use it for business purposes</p>		
Personal qualities	<p>You must be able to work within the vision, mission, values, policies and practices of the organisation</p> <p>Dedicated, calm, caring, kind, patient, empathetic, non-judgemental</p> <p>Demonstrate a sensitive and supportive approach to the people we support, maintaining their dignity & self-respect at all times</p> <p>Someone who can lead by example, be approachable, friendly and committed to developing others</p> <p>A positive 'can do' attitude</p> <p>Ability to quickly build rapport and trusting relationships with people of all levels both internally & externally</p> <p>Demonstrate resilience and ability to cope with ever changing situations</p>		Interview and references
Motivations and Expectations	<p>A highly motivated and inspirational leader that is passionate about supporting individuals to achieve their goals and aspirations</p> <p>Able to use a problem-solving approach to respond appropriately to a wide range of situations</p> <p>Oversee the effective delegation and management of tasks to ensure that they are completed within set timeframes</p> <p>To conform to a high standard of professional conduct at all times</p> <p>Committed to achieving organisational excellence through continuous review and improvement of working practice</p>		Interview

	To work collaboratively as part of a management team to ensure the best outcome for the organisation		
Equal Opportunities	<p>Commitment to anti-Discriminatory practice and be able to demonstrate an in depth understanding of equal opportunities, values and diversity of others</p> <p>Ensures consistent and effective implementation of Kettering Mind's Equal Opportunities policy and procedures</p>	Certificate in Equality & Diversity	Interview and certificate check
Health and Safety	<p>Clear understanding of and commitment to Health & Safety legislative standards and there implementation</p> <p>In depth knowledge of safeguarding, risk assessment and risk management principles and processes</p>	<p>Health and Safety qualification</p> <p>Experience of acting as an organisational safeguarding lead</p>	Interview and certificate check