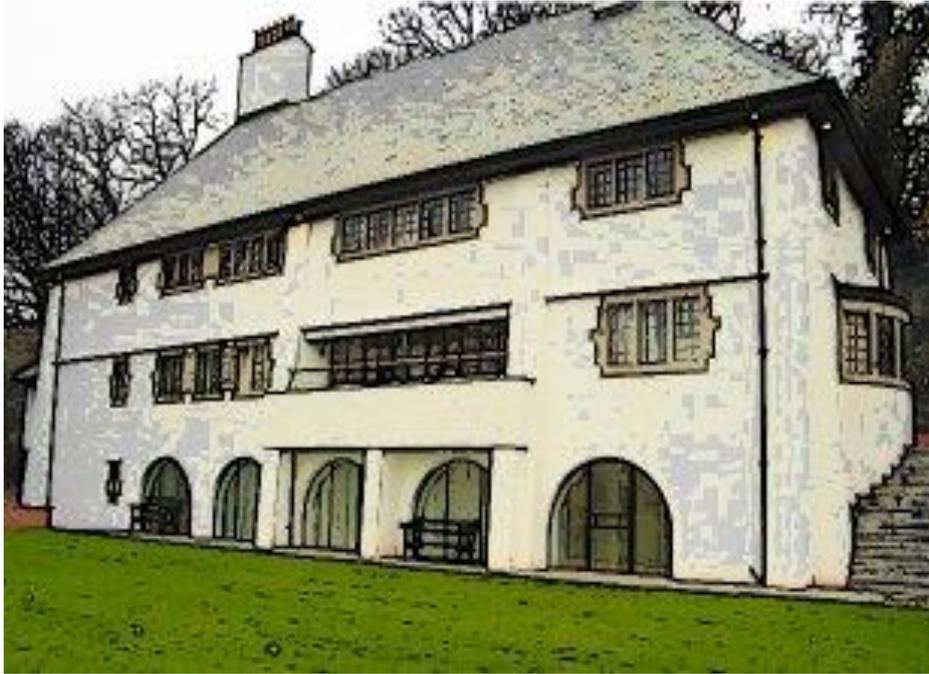


# TY BRONNA

CHURCH  
ARMY



BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

## SUPPORT SERVICES MANAGER

**Application Pack**

Thank you so much for your interest in working for Church Army at our Ty Bronna Project, in Cardiff.

Church Army is an exciting organisation to be part of and we want anyone who is passionate about unlocking the potential in people's lives; embracing the difficult; activating change; and impacting communities to join us.

The work of Church Army is diverse and growing in its work, we currently have 25 Centres of Mission working in partnership with Dioceses in tough places to bring change to communities and we hope to see 50 Centres of Mission by 2027.

Last year, our Ty Bronna Project provided 6,798 nights of accommodation to homeless young people and moved over 42 young people into their own homes.

In 2018, our staff survey results were hugely encouraging, with 90% of our staff saying that they are proud to work for us; 96% are proud to do the job they do; 86% believe we care for their wellbeing; and 92% say they understand how their role fits into the overall vision of Church Army. We are so proud of our staff team and all that they do to make things happen. We want people to feel valued in what they do and know that what they do makes a difference. Above all, Church Army is committed to helping people know their lives matter, reflecting God's love for all.

Whether you believe that for yourself or not, if you share our passion: to see communities and lives transformed then we want you to be able to join our team. We are delighted that you are interested in being part of the Ty Bronna Team and, in joining this project, you will become part of Church Army and play a significant part in changing the lives of vulnerable young people.

We hope as you read through this job pack and understand more about who we are and who we are looking for, you will be inspired to apply and want to join a fantastic, committed, energetic team, who are delivering real change.

# WE ARE CHURCH ARMY

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We are Church Army. We are catalysts; strengthening lives and communities. We do not shy from the gospel because we believe it changes lives.

## Our vision

For everyone everywhere to encounter God's love, and be empowered to transform their communities through faith shared in words and action.

## Our values

Everything we do is underpinned by our values:

**Prayerful** - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

**Expectant** - We are hopeful, expecting God to do new things amongst us.

**Risk-taking** - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

**Accountable** - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

**Collaborative** - We are committed to partner with those who share our values; we believe it enhances our work.

**Generous** - We want to model God's generosity to others.

**Unconditional** - We will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances because God loves everyone and everyone is significant in his eyes.

# **TY BRONNA**

Ty Bronna is a residential supported housing service for homeless young people aged between 16 and 21 years old. We have been supporting homeless young people in Cardiff into accessing appropriate move on accommodation since 1982. Since then we have supported over 2000 homeless young people aged 16 - 21 years old in being resettled into move on accommodation.

We support young people from all walks of life with a variety of support needs, not just accommodation. We are supporting young people who have become homeless, who are disadvantaged and lead chaotic lives, who are in need of developing practical life skills, who have been out of education for a number of years, who are looked after by the local authority, who suffer with mental health issues, drug and alcohol issues, have experienced domestic violence, have suffered violence and aggression, have been abused, have struggled to find employment or maintain employment. We offer a safe space, provide shelter, practical and emotional support to meet the variety of needs of each individual young person.

As a Supported Housing service, our aim is to -

- Prevent homelessness wherever possible by working in partnership with the local authority.
- Ensure sufficient accommodation of a good standard is available for young people who are, or may become, homeless.
- Ensure the provision of appropriate support for homeless young people in developing the skills required for them to move on and live successfully in independent living and to access the more specialist support to assist them with their specific needs, in addition to supporting the young people in entering education, training and employment.
- Provide ongoing support to young people living the community, for a period of time, to maintain their independent accommodation

Our ethos is that we believe that each young person is very special with individual strengths and needs and through acceptance, hospitality, empowerment and resettlement we recognise these strengths and needs and support young people to feel more empowered in reaching their future aspirations and take ownership of their own lives and progress into independent living. We do this by providing -

- **Hospitality** - Providing hospitality to all young people referred to our service.
- **Empowerment** - Equipping all young people to make informed choices and take control of their lives and work in partnership to achieve their goals.
- **Accepting** - all young people for who and what they are in a non-judgemental and anti-discriminatory environment.
- **Resettlement** - Facilitating and encouraging young people to move on to independent living and enter education, training and/or employment.

# **THE ROLE OF SUPPORT SERVICES MANAGER**

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This is a new role within Ty Bronna and will be a key in ensuring the smooth running of the Project, which includes, Operations, IT, admin, HR, finance and facilities.

As Support Services Manager you will have responsibility for the Support Team and Housing and Administration Officer. You will provide leadership to this team, ensuring that they have the right support and structures in place to do their role, and that the Project fulfils its obligations to the funders, partners, supporters and young people.

The role is ideal for someone who is an experienced manager of both people and projects. You will enjoy a varied workload and be able to think strategically seeing ways to ensure the correct systems and processes are in place to provide services right across the Project. We are looking for the post holder to be a strong leader, able to inspire people and get the best out of people; who is also an excellent manager able to work flexibly and cope with conflicting demands and take responsibility for developing and improving the functions within the Project. You will need to be a strong team player, able to get involved in the different functions as required, and work with funders, supporters and partner agencies. You will also need to build up a strong working relationship with the managers for the service functions of Church Army (IT, Finance and HR) to make sure that the local functions of Ty Bronna are in line with the Organisations functions also.

As well as having the skills and attributes to do the role, you must ultimately have a heart for for the client group and be passionate about ensuring that Ty Bronna does the best it can to help transform the lives of the young people we support. You must be passionate about wanting to make a difference and using your management skills to help do this.

As the Support Services Manager you will have responsibility for overseeing the day to day management of the Project and play a key role in ensuring that the service contributes to the objectives and aims of the project and be looking for ways to make the work more effective. As a leader, you will live out the values of the Project and help set the culture for the staff. This role therefore needs someone with management experience who can professionally represent the project and be willing to get involved and contribute to all aspects of the Project's service and delivery.

# JOB DESCRIPTION

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<b>Job Title:</b>	Support Services Manager
<b>Location:</b>	Ty Bronna, Cardiff
<b>Responsible To:</b>	Homeless Projects Manager
<b>Responsible For:</b>	Personal Development Support Workers Waking Night Workers Visiting Support Worker Housing and Administration Officer
<b>Purpose:</b>	To inspire, lead and develop the services within Ty Bronna and manage the development of the whole Project and its work in providing outstanding support services to young people.
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1 To provide line management and leadership to frontline staff.</li> <li>2 To participate in setting the strategic direction of the support staff, considering their roles within Ty Bronna as well as its position within the housing sector in Cardiff.</li> <li>3 To maintain and develop key partnerships with working partners, service providers and stakeholders.</li> <li>4 To ensure a high quality of service to the users of Project.</li> <li>5 To provide and oversee tenancy management for service users.</li> <li>6 To have hands-on involvement in carrying out some of the support and operational services.</li> <li>7 In conjunction with the Homeless Projects Manager to be responsible for the preparation of budget, monitoring income and expenditure.</li> <li>8 To provide overall leadership and development of the Project.</li> </ol>

## KEY TASKS:

### **1. To provide line management and leadership to frontline staff.**

- 1.1. To inspire, lead and develop the staff team within the Project to deliver support services to the young people
- 1.2. To deliver effective business services including; accounting, Housing Benefit/Supporting People, ICT, property maintenance, administration and compliance.
- 1.3. To develop, in the context of the Project's business plan, a strategic framework for the ongoing development, management and coordination of the Project, leading to a cycle of continuous improvement.
- 1.4. To ensure that the staff team and practices comply with all Church Army policies and procedures as well as creating and reviewing policies and procedures when needed.
- 1.5. To liaise with the Central Services function of Church Army, who currently provide many of the specialised support services such as finance, HR and legal, to ensure satisfactory provision of services and compliance.
- 1.6. To manage, supervise, support and motivate existing services staff and to play an active role in the recruitment of staff as appropriate.
- 1.7. To carry out supervisions and appraisals for the staff team.
- 1.8. To be responsible for ensuring effective service delivery is maintained at a high standard.

### **2. To participate in setting the strategic direction of the support staff, considering their roles within Ty Bronna as well as its position within the housing sector in Cardiff.**

- 2.1. To maintain up to date knowledge of the needs of homeless young people in Cardiff.
- 2.2. To maintain up to date knowledge of the provision of housing services to young people in Cardiff (including legislation and government policy).
- 2.3. Use knowledge of the sector at local and national level to influence the future provision of services.
- 2.4. To maintain up to date knowledge of the barriers to engagement, and recovery for young people and identify new ways of working to ensure young people continue to receive a high level of support with realistic and achievable options for move on.

2.5.To work closely with the local authority and support partnership to deliver high quality services in a strategic and monitored manner.

**3. To maintain and develop key partnerships with working partners, service providers and stakeholders.**

3.1.To develop and sustain good working relationships with the above.

3.2.To identify opportunities for new partnerships and support options in line with the service delivery requirements.

3.3.Use multiple and effective methods of communication to keep stakeholders and support partnership informed of outcomes.

3.4.Regularly present on the work of the Project to a wide range of audiences.

3.5.Attend and positively represent at Forums and Networking events.

**4. To ensure a high quality of service to the users of Project.**

4.1.Work to ensure that the service delivers the highest standards of service delivery.

4.2.Effectively work to achieve targets.

4.3.Ensure a high level of participation amongst service users to contribute to standard setting.

4.4.Ensure provision of a safe, secure and hospitable environment to service users.

4.5.Conduct and facilitate regular auditing and reviewing of support to ensure highest service standards are achieved.

4.6.Ensure a high level of data quality is achieved with our client record management systems and files.

4.7.Conduct regular monitoring and evaluation of services, identifying areas for improvement and implementing effective remedial actions.

4.8.Devise and compile policies and procedures in line with Project needs, both individually and as a team.

4.9. Set internal targets to facilitate outstanding service delivery.

4.10. In line with the strategic direction of the Project, produce report and target indicators to the Homeless Projects Manager and Senior Leadership Team of Church Army as required.

4.11. Produce reports for stakeholders and internally as required.

**5. To provide and oversee tenancy management for service users.**

5.1. Work to ensure occupancy rate and void turnaround targets are met within the service.

5.2. In partnership with the Personal Development Support Workers and Housing and Administration Officer, ensure maximum revenue collection for the service users within the service by managing the following -

- a) Timely application of Housing Benefit for new service users
- b) Awareness of benefit changes and eligibility
- c) Awareness of how employment can affect benefit awards
- d) Effective debt management

**6. To have hands-on involvement in carrying out some of the support and operational services.**

6.1. To have hands-on involvement in the delivery of some of the services, and be willing to pick up tasks during periods of staff absence.

6.2. To play your part in on call and responding to emergency situations.

6.3. In partnership with the Housing and Administration Officer, to monitor and manage all Information, Communications and Technology for the Project and liaise with the Central Services function of Church Army and outsourced support services.

6.4. In partnership with the with the Housing and Administration Officer, to oversee and manage the Project communication via the website and/or Social Media.

6.5. To chair the Health and Safety Committee, participate in audits, risk assessments and reviews, ensure documentation is stored appropriately, and work with the Homeless Projects Manager and Church Army Lead Health and Safety Committee in matters relating to Ty Bronna.

6.6. To participate in policy reviews and chair the policies and strategy group meetings and updating policies.

**7. In conjunction with the Homeless Projects Manager to be responsible for the preparation of budget, monitoring income and expenditure.**

7.1. To be involved in the development and preparation of the Project's budgets and to monitor all income and expenditure against budget and other expectations.

7.2. To ensure that the Project complies with applicable legislation and the requirements of regulatory bodies and the Project's policies, including:

- The Health and Safety at Work Act
- UK employment law
- Charity Commission
- Cardiff County Council (Supporting People and The Young Person Gateway)
- Service delivery partnership with Salvation Army and Taff Housing
- Safer Ministry policy
- Equal Opportunities.

7.3. In partnership with the Housing and Administration Officer, to ensure timely finance reports are available to the Homeless Projects Manager and central finance team to ensure management of housing benefit and personal share.

7.4. In partnership with the Housing and Administration Officer, to ensure the preparation of the administrative generated statutory returns necessary for Cardiff County Council Supporting People and Service delivery partnership with Salvation Army and Taff Housing

7.5. To be the named budget holder for the Project with accountability for authorising expenses and the purchasing of good using the credit card, in line with the Expenses policy.

**8. To provide overall leadership and development of the Project.**

8.1. To provide overall management, development and monitoring of Ty Bronna and its policies and procedures.

8.2. To provide on-call management cover for the Project for emergency situations.

8.3. In partnership with the Housing and Administration Officer, to co-ordinate and arrange staff training in line with a structural training programme for core training and team specific training.

8.4. To organise and deliver training as agreed with the Homeless Projects Manager.

8.5. As a leader to model Church Army values and the ethos of the Project amongst the users and staff of Ty Bronna.

8.6. As a leader within the Project to complete disciplinary, grievances and investigations as required in line with organisation policies and timeframes.

8.7. A willingness to speak/~~preach~~ about the work of Church Army and Ty Bronna to various groups and settings.

8.8. Coordinate and chair meetings, and take minutes as required.

8.9. Ensure effective teamwork is maintained.

**General:**

- Undertake such tasks as requested by the Homeless Projects Manager as may be commensurate to the post.
- Provide reports, KPIs and updates as required.
- Attend regular supervisions and appraisal with your line manager.
- Undertake any training as required for the role as identified in an appraisal or supervision.
- At all times to work within the Project's policies and procedures, including those relating to Equal Opportunities, Health and Safety, Computer Use and Safeguarding. To be familiar with these policies, to ensure that all your staff are familiar with them and able to implement them both in their work and in their relationship with other staff members.
- Act in the best interest of Church Army and Ty Bronna at all times.

# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable
<b>EXPERIENCE, KNOWLEDGE AND UNDERSTANDING</b>	
A proven track record of managing people in a supported housing set up.	A good understanding of health and safety and its application in residential setting.
Experience of supporting others in a multi-disciplinary team.	Some experience of presentations/ giving talks.
Experience of managing admin, systems, finance, HR, ICT, data protection and policies and procedures.	Some experience of managing visiting/floating support services.
Experience of monitoring, reporting on and managing budgets.	Knowledge of the welfare and benefit system.
Experience of managing and delivering effective supported accommodation services for service users with high needs.	Experience of effective meeting co-ordination, leadership and subsequent action planning.
Up to date knowledge of the current homelessness sector environment	Experience of contract monitoring, quality controls and standards.
Up to date knowledge of safeguarding and legislation relevant to young people.	
Experience of standard setting and compliance within a supported housing service.	
Experience of analysing and using data to manage the performance of a team.	
<b>SKILLS AND ABILITIES</b>	
Demonstrable accuracy and attention to detail.	
A strong team player who is able to facilitate good communication between staff and outside agencies as appropriate.	
Good organisational skills and the ability to work under pressure.	

Proven administrative and financial skills.	
A decision maker, able to take good and wise decisions seeking input where necessary and taking responsibility for the decisions you make.	
Strong IT skills.	
The ability to think strategically and assist in setting long-term priorities, combined with willingness to roll up sleeves and get involved in detail.	
<b>ATTRIBUTES</b>	
A passionate leader, able to inspire others and bring out the best in people.	
Professional and approachable.	
Able to use initiative and confident in making decisions.	
A completer finisher, able to see projects through to completion.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds.	
Passionate about serving others and a strong work ethic.	
<b>OTHER</b>	
Willingness to work unsocial hours including weekends and evenings.	
In agreement with the values and ethos of Ty Bronna and Church Army.	

# OUTLINE TERMS AND CONDITIONS

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Salary	£27,514 per annum depending on experience
Location	Ty Bronna, Fairwater, Cardiff
Hours	<p>40 hours per week. Usual hours of work will be Monday to Friday with evening and weekend work required as part of an 8-week rolling rota.</p> <p>The post holder will be required to have emergency on-call responsibilities.</p>
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	20 days per annum, rising by 1 day per year to a maximum of 25 days, plus 8 bank holidays, which has been calculated in hours.
DBS	The successful candidate for this post will be the subject of an enhanced Disclosure and Barring Services (DBS) check.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Occupational Requirement	

# APPLICATION PROCESS

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To apply, please apply form which is available from

Gill Bew, Housing and Administration Officer, Church Army, Ty Bronna, Clos Ty Bronna, Cardiff CF5 3ER, 029 2055 6929, [gill.bew@churcharmy.org](mailto:gill.bew@churcharmy.org)

CVs will not be accepted.

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [gill.bew@churcharmy.org](mailto:gill.bew@churcharmy.org)

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**Deadline:** Friday 9<sup>th</sup> August 2019

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**Interview date:** Monday 19<sup>th</sup> August 2019

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For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Successful completion of a probationary period
- Two satisfactory references both employment based



Church Army is proud to be a Living Wage Employer.