



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

JOB DESCRIPTION

Post: Foyer Manager	Analyst:	Caroline Keenan-Jackson Director of Housing & Corporate Services
Date: May 2020	Department:	Housing
1. JOB DETAILS		
a. Responsible to:	Director/CEO	
b. Responsible for:	Support Team	
c. Working hours:	37 hours per week (Monday to Friday)	
d. Wage level:	NJC Points 30 £32,878 -Point 36 £38,813	
e. Essential Qualifications:	A 3 rd Level education or equivalent.	
f. Essential Experience:	<ul style="list-style-type: none">• A minimum of 3 years managerial experience (gained within the last 6 years) within a support setting. In the absence of a 3rd level education or equivalent, 5 years' managerial experience (gained within the last 7 years) within a support setting.• Experience of reviewing policies / practices• Excellent interpersonal and communication skills.• Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook	
2. JOB SUMMARY		
<p>The Foyer Manager will take responsibility for daily management of the support services provided to homeless young people and manage a team of support staff.</p> <p>Located in the Ardoyne area of North Belfast, Flax Foyer is a project of NB Housing which supports young people aged 18-25, who are homeless, to prepare for independent living. The Foyer contains 37 self-contained units of accommodation. A common room, common laundry and a computer suite are also provided. Accommodation is for a maximum two year stay.</p> <p>Support is provided to residents throughout their stay to develop the necessary independent living skills required to maintain their own accommodation within the community. Every resident is expected to be ready to commit to a training programme that will enhance their individual employability. There are many training opportunities within the Foyer.</p> <p>Further information is available on our website http://www.nb-housing.org/flax-foyer-help-for-young-people</p>		

3. KEY TASKS	
Service Delivery	
3.1	Manage and develop scheme policies and procedures, co-ordinating changes, and overseeing the policy review timetable
3.2	Take a lead role in the introduction and maintenance of support service standards
3.3	Encourage and enable community involvement and empowerment in order to improve the services of the organisation
3.4	Produce marketing and promotional documentation, including newsletters and tenant packs
3.5	Ensure all young people within the scheme receive the best possible service
3.6	Ensure each resident has a tailored, support plan in place, covering personal development, tenancy matters, budgeting, training, etc.
3.7	To develop a programme of training and employment in conjunction with training agencies to ensure practical and relevant programmes are available
3.8	Ensure each resident has a resettlement plan in place
3.9	Ensure the Foyer service is fully utilised by creating awareness, and encouraging demand
3.10	To manage 'Supporting People' contracts and service delivery within the scheme
Quality	
3.11	Identify and research opportunities for added value and improvement in service and quality in accordance with Supporting People Quality Management Tools (QMT).
3.12	Develop, implement and review a quality strategy suitable for current and future accreditation needs
3.13	Implement quality and best practice standards at a local level to encourage and enable continuous improvement
3.14	Implement tenant satisfaction and involvement strategies, including overseeing resident satisfaction surveys and co-ordinating forums / community meetings
3.15	Act as the named contact in respect of complaints and co-ordinate the escalation and referral of matters to the Director of Housing and Corporate Services
3.16	Carry out regular internal audits to identify best practice and ensure the organisation is meeting set targets
3.17	Work together with the Director of Housing & Corporate Services on strategic and business planning
3.18	Regularly review business practices to ensure both appropriateness and efficiency
3.19	Set and review key performance indicators, creating workable action plans for achievement
3.20	Encourage and enable community involvement and empowerment in order to improve the services of the organisation

Staff Management	
3.21	Participate in the recruitment and selection process for both staff of the Foyer and other Association staff
3.22	Assume management responsibility for all staff within the scheme including induction, appraisal, personal development, etc
3.23	Correlate Annual Performance Returns, Quarterly Performance reports and present same to Director of Housing & Corporate Services.
3.24	Take responsibility for sourcing cost effective learning and development for staff under management, including the development and maintenance of a learning and development strategy in line with scheme plans, Supporting People QMT etc.
3.25	Prepare and assist in employee performance reviews, performance plans and prepare reports
3.26	Ensure all staff adhere to policies and procedures.
3.27	Ensure staff adhere to GDPR and excellent confidentiality practises.
3.28	Deliver and present the Foyer quarterly report to the Housing Management Sub Committee
3.29	Participate in Senior/Management Team meetings monthly
4.0 General	
4.1	Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality.
4.2	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
4.3	To promote the organisations Mission, Values (Leadership, Aspiration, Personal, Esteem, Community & Integrity) Aims and objectives
4.4	To maintain professional boundaries and confidentiality within the Association
4.5	To attend staff meetings, training, forums, and Board Meetings which may occur outside normal working hours
4.6	To participate in Performance Reviews and supervision sessions
4.7	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
4.8	Carry out any other duties as may be reasonably expected from time to time.