

# Job Description – Project Manager, Vincent House

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## Job Title:

Project Manager – Vincent House

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## Main Purpose Of The Post:

*Vincent House* is a hostel for homeless people aged 18-65 who have a connection with the Blackpool area. It aims to provide a supportive friendly and constructive environment, and to encourage residents to deal with any issues they may have, and to support them into secure accommodation when they leave.

The post holder will lead the staff team, promote a positive culture in Vincent House and ensure that the hostel is well run and effectively staffed and resourced. Vincent House helps single homeless people, both male and female, to achieve a settled way of life, and stable, secure accommodation.

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## Relationships:

- Responsible to: Director - Adult Services & Operations
- Responsible for: Project Workers, Night Hostel Workers, Sessional staff or Agency workers.
- Liaison with: Local stakeholders, particularly local authorities and relevant agencies & networks such as the DWP, NHS, CJS, Alcohol and Drug services and Blackpool Council.

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## Main Tasks Of Job:

- Manage the day to day operation of the project and specifically the project workers
- Develop effective and constructive communication with the Senior Leadership Team
- Liaise and facilitate positive working practices with the Charity's central support staff
- Ensure that staff cover is provided where necessary and participate in recruitment
- Provide an on call response in times of difficulty
- Work to contracted hours flexibly which will include work at weekends and out of hours work including overnight, when needed, and account to your line manager for your time
- Ensure a healthy, safe environment for staff and residents alike, and take a lead in Health and Safety monitoring
- Establish, manage and maintain an effective Safeguarding environment, whereby residents who may be vulnerable are protected and secure, and take a lead role in safeguarding processes when required
- Ensure that personal plans are drawn up with each resident to facilitate their capacity to move to safe, independent living
- Ensure that an effective key worker systems operates and that personal plans are regularly checked

- Deal promptly and sensitively with any safeguarding matters according to policy and procedure and ensure that any disclosures or incidents are drawn to the immediate attention of the senior management team
- Maximise the occupancy of Vincent House
- Ensure that there are robust systems in operation to ensure that funding is efficiently collected, i.e. housing benefit claims and residents' payments
- Submit the Yearly Housing Benefit uplift to ensure excluded housing benefit is maximised against costings
- Develop an effective team-work approach in order to improve the quality of the work
- Develop and deploy quality assurance tools involving people in residence in evaluating the effectiveness of the service
- Ensure a high quality of record keeping; submitting quarterly reports for the Trustees and Board of Management, Balanced Scorecard, Health and Safety and Staff Supervision and Appraisals
- Delegate duties and responsibilities as appropriate and necessary for the safe continuity of all operations during times when the manager is absent
- Be an active participant in and attend the Charity's Managers' Forum
- Keep abreast of policy and practice developments and ensure that knowledge is effectively cascaded throughout the team, both through team meetings and informal training sessions
- Undertake regular supervision with your line manager in order to test the effectiveness and progress of the project
- Undertake training as agreed
- Publicise and promote the work of the project
- Maintain and develop amicable and co-operative relationships with Blackpool City Council and Housing Options and remain vigilant for any development or commissioning opportunities
- Operate within financial controls and budgetary monitoring systems in order to ensure proper use of the project's resources
- Ensure that there is full regard to equality legislation and the policies of Caritas Care
- To work within the parameters of the Charity's policies and procedures

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as required by your role and the overall objectives of the charity.**

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**Job description approved by:** Susan Swarbrick (CEO) **Date:** 30/04/2024

**Employee Signature:** ..... **Date:** .....

**Employer Signature:** ..... **Date:** .....

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# PERSON SPECIFICATION

(To be read in conjunction with the Job Description)

<b>POST</b>	<b>Project Manager - Vincent House</b>
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	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Qualifications/Attainments</b>	<ul style="list-style-type: none"> <li>• Relevant qualification in community work, social work/care, education or related field or Level 5 qualification in Management, or equivalent</li> <li>• Full driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• First Aid certificate</li> <li>• BACP accredited counselling certificate</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Management and supervision of staff</li> <li>• Project management</li> <li>• Working with public and/or voluntary sector organisations</li> <li>• Understanding the needs of people experiencing social isolation and exclusion</li> <li>• Knowledge of anti-discriminatory practices and inclusion strategies for marginalised individuals and groups</li> <li>• Understanding the support needs of people</li> <li>• Ability to lead, motivate and encourage staff and residents</li> <li>• Research information on needs, services and training, assimilating information from a wide variety of sources</li> <li>• Report writing and record keeping and the ability to develop publicity materials</li> <li>• Work to agreed budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Working with volunteers</li> <li>• Familiarity with QAF framework and competence to progress through its stages or equivalent quality assurance methodology</li> <li>• Management of social care service</li> <li>• Work in a similar setting, hostel accommodation or work with homeless people</li> <li>• Regulatory frameworks applicable to social care services</li> <li>• Project evaluation</li> <li>• Preparation of funding proposals and applications</li> <li>• Familiarity with performance management tools i.e. Balanced Scorecard</li> </ul>
<b>Special Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to manage own work load, work on own initiative and be accountable</li> <li>• Ability to work with and maintain good relationships with people</li> <li>• Ability to step up when needed, to cover shifts and duties as part of the team.</li> <li>• Fully support the ethos and values of the project in particular and the charity in general</li> </ul>	<p>Knowledge of day to day repairs or basic DIY Skills</p>

	<ul style="list-style-type: none"> <li>• Good interpersonal and communication skills both oral and written</li> <li>• Ability to remain calm under pressure</li> <li>• Commitment to good health &amp; safety, equal opportunities, confidentiality practice</li> <li>• A positive attitude towards homeless people and a commitment to improving their quality of life through informal education, counselling and personal support</li> <li>• A positive attitude towards training and personal development</li> <li>• Willingness to consent to a Criminal Records Bureau Disclosure</li> <li>• Access to transport</li> </ul>	
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Job description approved by: **Susan Swarbrick (CEO)** Date: *30/04/2024*

Employee Name: .....

Employee Signature: .....

Date: .....