



Supported Accommodation Scheme Project Manager

Reports to:	Strategy and Delivery Manager - Companies		
Department:	Service Reform and Strategy	Grade:	PO4
DBS Status:	None	Politically restricted:	No
Job Purpose:			
<ol style="list-style-type: none"> 1. To lead and manage workstreams and drive transformation work to develop, design and implement a new supported accommodation service for First Wave Housing, working closely with the Company, Brent Council and other stakeholders. 2. To coordinate and drive work to set up the new scheme, run it smoothly, evaluate the first iteration of the scheme, and enable expansion of the scheme to support more residents. 3. To manage stakeholders and coordinate complex project delivery across legal services, finance, social care, commissioning, housing management & housing benefit. 4. Work with finance to ensure the scheme operates cost neutrally for First Wave Housing and delivers cost reduction for the council. 5. To ensure provision of good quality accommodation and care, support and supervision for residents and deliver good resident satisfaction. 6. To build partnerships and coordinate work to develop and deliver routes to independence for residents. 7. To support the Strategy and Delivery Manager for the housing companies to deliver on their corporate plans. 8. To support commissioning of care, support and supervision. 			
Values			
<p>Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> 1. Support and coordinate implementation of a new supported accommodation service to ensure effective and timely delivery within budgets that provides a good service to residents. 2. Evaluate the initial phases of the new scheme and develop recommendations and proposals for further development and refinement 3. Provide quality assurance, manage resident experience and ensure the supported accommodation offers a route to independence. 4. Work closely in partnership with other parts of the council, including the council's change lead for supported accommodation, to help relieve pressure on housing needs and temporary accommodation by providing suitable accommodation and support for residents in need. 			

5. Provide support and advice to Company directors to enable effective strategic and operational oversight of the new scheme.
6. Work with internal and external services to ensure systems are in place to effectively measure performance and manage risk, and ensure regular reporting is in place and relevant issues are identified and acted on.
7. Develop a detailed working knowledge of supported accommodation requirements and the areas of operation of First Wave Housing and related companies and use this to identify improvement opportunities.
8. Help with commissioning arrangements for care, support and supervision for residents, including care experienced young people and adults in supported living.
9. Identify and carry out other activities as required to support the smooth delivery of the scheme and other Company services across council departments.
10. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
11. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Strong understanding of current policy issues facing local government, including the role and function of local government, of local authority companies, and key challenges.
2. Knowledge of transformation, setting up a new service and service improvement.
3. *Desirable:* Strong understanding of supported accommodation and/or homelessness, including the context, housing law and what good quality support looks like.

Experience

4. A successful record of engaging with a wide range of internal and external stakeholders and building and maintaining productive working relationships to achieve change.
5. Demonstrable experience leading and managing projects, including matrix management of virtual project teams.
6. Experience delivering good outcomes for residents, including resident satisfaction and strong quality assurance, and settings and monitoring KPIs.
7. Experience of compiling and drafting board papers or equivalent.
8. *Desirable:* Experience establishing a new service from scratch, especially a resident-facing service relating to housing or social care.
9. *Desirable:* Managing budgets.

Skills and Abilities

10. Influential and persuasive communicator, with high level of written and verbal communication skills, engendering commitment across groups from all levels of the organisation to achieve objectives.
11. The ability to present to, work with and inspire confidence in an independent company Board.
12. Proven ability to proactively work on own initiative, under pressure to tight timescales, managing and prioritising workload. Able to accept and manage changes to circumstances and prioritise.



13. Ability to research, analyse and interpret complex and diverse data to present robust options for improvement or change.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.