



## JOB DESCRIPTION

<b>Job Title</b>	Aftercare Services Manager
<b>Location</b>	QVSR – London
<b>Reporting to:</b>	Operations Manager
<b>Position Type:</b>	Fixed Term Contract to end Jan 2025
<b>Hours of Work:</b>	43hrs p/wk

### Role Overview

The role of the Aftercare Services Manager is to support residents in transitioning to independent living and to offer ongoing support following their move-on to minimise the risk of returning to homelessness.

The post holder will assist residents in finding suitable accommodation, identify ongoing needs and put appropriate interventions in place to support them in their new environment.

The role holder should adopt a person-centred approach puts the client at the centre of the support they receive and provides them with a framework for them to plan and set a direction for their life.

This role is part of the Senior Management Team and will act as a Duty Manager as and when required – as such this will involve evening and weekend working.

This post has been funded by the National Lottery Community Fund.



### Key Duties & Responsibilities

To work alongside the Operations Manager and Welfare department to deliver QVSR's lottery funded aftercare services project:

- Identify residents who would like to move on to independent living (as the project starts this will also include residents who have recently left QVSR accommodation).
- Manage a caseload and adhere to case management guidelines.
- Formulate support plans and liaise with residents as they approach their leave date to help them think about the practicalities of managing their new tenancy and day-to-day living.
- Document what aftercare services are required to support the service user to settle into their new environment e.g. frequency of contact, help with finances, finding employment, involvement in the local community, accessing local services.
- Give practical, personal, and emotional support to service users to meet assessed needs to maintain and promote their health, physical, mental and social development and well-being. This will be done either with individuals or within a group work environment within a variety of settings.
- Undertake home visits (where required) with another member of the Welfare and Housing Team.
- Assist in the preparation and implementation of service user questionnaires/surveys.
- Assist with investigating housing opportunities within the local area and countryside.
- Maintain clear and confidential records on QVSR's data system in line with organisational

guidelines and reporting as required.

- Assist with the creation of a guide for residents to support them through their move to independent living and maintain an awareness of relevant information and resources that may assist service users.
- Contribute to the development of the service by sharing ideas, planning, and delivering evidence-based interventions.
- Have a commitment to ongoing training and development.
- Ensure that service users are safe at all times adhering to our Safeguarding Policy and Procedures.
- Recognise the diversity within our community and ensure that all activities are inclusive. Treat all service users with dignity and respect.
- Adhere to information sharing guidelines and protect the privacy of service users.
- Undertake any other reasonable duties as directed by the Operations Manager or other QVSR Manager.
- Participate in regular supervision with the line manager and take responsibility for continuing self-development.
- Raise the profile of the service and QVSR through partnership working.
- Work effectively and collaboratively with relevant statutory and voluntary agencies as directed by management and as appropriate.
- To act as a Duty Manager which will include shift and weekend working.

This role will work alongside the Welfare & Housing Team in ensuring that QVSR's accommodation services are delivering the very best service to those in housing need. The post holder must be aware of the QVSR Conditions of Residence. They must also be aware of and follow the Welfare and Housing operational policies at all times.

## **Competencies and Qualifications**

- Experience of working with people who are or have been homeless.
- Experience of working with vulnerable people.
- Proven commitment of providing high quality person-centred support, preferably in a housing environment.
- Case management experience.
- Understanding of tenancy/housing management law and practice (including welfare benefits).
- An understanding of Health & Safety and the ability to undertake risk assessments.
- Commitment to collaborative working internally with colleagues and externally with partners to ensure a high quality of service delivery.
- Good administrative, IT and project management skills.
- Ability to organise workload.
- Excellent written and oral communication skills.
- Ability to maintain clear boundaries with residents and colleagues.
- Ability to work using own initiative and as part of a team.
- Ability to communicate and inform at all levels e.g. with residents, service users, colleagues, senior managers, and other professionals etc.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.