
DAY SERVICES MANAGER

REPORTING TO: HEAD OF SERVICE DELIVERY



The Hope Hub (THH) Charity exists for the relief of poverty and provides CRISIS and EMPOWERMENT services to anyone aged 18+ who is homeless, at risk of becoming homeless, unemployed, in debt struggling with mental health difficulties and/or addiction(s).

About the role:

This is a new exciting, frontline leadership role where you will guide the team and volunteers, influence and advocate with/for Service Users at partnership meetings and support the frontline Case Workers. Additionally, you will become the in house expert on our CRM & Statutory databases to ensure our service access is accurately captured and reported on. Operating from a trauma informed, strength based approach, 1:1 support is given to service users who are homeless, at risk of homelessness to enable and empower each person to secure universal credit, housing benefit, address debt, engage with any specialist agencies (such as mental health or substance reduction) and find a safe place to live.

This new role also requires you to:

- ✓ **develop a network of Landlords/Agents to partner with and secure new homes for our Service Users.**
- ✓ **create a digital self-guided tenancy learning tool for all Service Users to understand their responsibilities through this new Landlord-network.**
- ✓ **Be the lead contact for Landlord-Agent-The Hope Hub-Tenancy relationships.**
- ✓ **Lead on sustaining your tenancy for THH and Service Users, monitoring and capturing outcomes reporting to funders and partners as required.**
- ✓ **Be the lead on collating all outcome and output service user data for the charity and produce reports for all funders and statutory partners in a timely manner.**

This process requires you to professionally represent The Hope Hub charity at external events and meetings. You will work with other staff members and key partners to empower and appropriately challenge each person to move their life towards independence, training, volunteering and/or employment. A demonstrably high level of IT competence (Microsoft office and CRM (salesforce and others) and database reporting is required for this role)). Experience in line management, guiding Case Workers with complex cases, supervision and attending partnership meetings is preferred. Ability to meet deadlines and juggle multiple priorities is a requirement for this fulfilling role. Additional training will be given to the right person and you will be supported by senior management.

You will be joining a busy, purposeful and friendly charity making a substantial difference to people's lives.

Other Duties and Responsibilities

- To support the Case Workers to undertake their daily duties in a busy Centre working with vulnerable people ensuring all data is captured in the right way.



- To carry your own Case load too enabling Service Users to access and progress through the Services Pathway Programme.
- To encourage service users to attend courses and workshops to upskill, such as Living Well portfolio, IT/digital support, debt and money management and others.
- To liaise with other organisations such as addiction support and statutory bodies so each person can progress into a long term housing solution.
- Seek to identify the barriers to housing individuals on benefits and/or have a history of homelessness and work with Landlords / other partners to put in place new agreements and support for qualifying service users.
- To use a range of IT tools to monitor and record service user progression including support plans and Outcome Stars to meet the needs of individual Service Users.
- To accurately capture Service User case notes factually and comprehensively on our CRM and other statutory systems as required.
- Oversee our valued daily Volunteers and ensure they are aware of their duties each day and always shown appreciation.

Specific Requirements:

- Due to the nature of the role, the post holder will need an enhanced DBS check and clean driving license with access to a suitable vehicle.
- Have a keen interest in the Borough of Surrey Heath and an awareness of opportunities to promote the work of The Hope Hub.
- Enjoy managing your time well and able to juggle priorities with an ability to remain cheerful and maintain a sense of humour.
- Be a reliable team player where everyone counts, whether a beneficiary, volunteer or a member of the staff Hope Team.
- Be a confident, but warm communicator, verbally and in written form.
- A good working knowledge of IT, able to use office applications and databases to capture data accurately and in a timely manner.
- Be willing to attend training as necessary and readily upskill and adapt as legislation and technology changes on an ongoing basis.
- Ideally have experience of working with vulnerable people.
- A degree level education/equivalent and some management training preferred, vocational qualifications welcomed. Transferable skills recognised.

Important Relationships

- All Hope Hub staff team members, Volunteers, Trustees and Hope Hub Service Users.
- Important External Relationships & Stakeholders Statutory Services include SHBC, Housing benefit, Surrey County Council, other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Hospital, Health and mental health providers, Surrey Police, Probation.

We can offer you:

- 22 hours per week ordinarily worked between 9.30am – 3.30pm Tuesday-Friday based from The Hope Hub offices in Camberley.
- This post provides a hourly rate of £20 per hour. Salary is paid monthly in arrears.



- All appointments are made on the basis of a 3 month probationary period.
- Annual leave entitlement is 33 days per annum including standard bank holidays pro rated.
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff in accordance with government regulations.
- Travel expenses associated with this post will be reimbursed at the HMRC rate.
- Free Parking
- Training in trauma informed care, outcome star methodology and internal digital/statutory databases/CRM.

Person Specification and Qualifications Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job. You will be asked to complete an IT competency test. The Hope Hub is a disability confident employer and are actively working towards our Investing in Volunteers Award.

Interview Selection Process

THH will interview flexibly as suitable candidates arise. All candidates are required to complete a THH Application Form. This can be downloaded from the website or collected from The Hope Hub offices on request. The interview will be conducted at: The Hope Hub offices.

This exciting post has been funded as a new project by the Nationwide Community Grants Programme and gratefully acknowledged.

For an informal conversation about the role, do get in touch with:

camilla.spicer@thehopehub.org.uk : 07543 429823 : Head of Service Delivery