

House Manager Men's Safe House	
Location	Unseen's Men's Safehouse: North Somerset
Reports to	Service Delivery Manager
Purpose	<p>Unseen directly support survivors of trafficking, men, women and children.</p> <p>The House Manager will be based at Unseen's 24/7 staffed Men's Safehouse:</p> <ol style="list-style-type: none"> 1. To be manage our 24/7 staffed Men's Safehouse and the on-going development of the support services provided. 2. To oversee and input on the development, direction and implementation of support received by the residents at the project. 3. Responsible for the management and development of the project team including any staff, volunteers and student placements. 4. To manage all Health and Safety procedures relating to the project (including updating of Risk Assessments and Fire protocols) and reviewing and updating relevant policies and procedures. 5. Responsible for internal project reporting and monitoring service impact.
Salary Range	PP 26-28: starting salary of £27,479.21
Hours of work	37.5 hours per week including weekend shifts plus participating in an on-call rota.
Entitlements	Full time staff receive 33 days, holiday per year inclusive of bank holidays Unseen has an organisation-wide opt-out pension scheme.

RESPONSIBILITIES & DUTIES

- 1 To be manage our 24/7 staffed Men's Safehouse and the on-going development of the support services provided.**
 - 1.1 To comply with all legislation relating to supported accommodation and to identify and manage all risks associated with the project.
 - 1.2 To provide for the well-being of every survivor in service and staff member in accordance with Unseen's aims and objectives.
 - 1.3 In collaboration with the team, review and develop appropriate programmes of support services, such as substance misuse programmes, in-house education programmes and holistic therapies.
 - 1.4 Ensure all referral, entry, reviews, and service exits of survivors are implemented effectively and in an efficient, caring and professional manner according to internal procedures.
 - 1.5 Build and maintain effective working relationships with partner agencies.

- 1.6 Regularly meet with Service Delivery Manager to report of project KPI's and service delivery
- 1.7 Produce and submit monthly and quarterly project reports, including financial reports and project specific invoicing
- 1.8 To report to Management team, trustees and funders on service delivery and impact.
- 2 To oversee and input on the development, direction and implementation of support received by the residents at the project**
 - 2.1 Work in conjunction with staff team and Service Delivery Manager to identify areas of growth for the project.
 - 2.2 Ensure that service delivery approach is client centered and that support provided is based on individual support needs.
 - 2.3 Regularly review client's files, support plans and risk assessments are all up to date and meet Unseen's standards.
- 3 To directly manage the project team; staff, volunteers and any student placements**
 - 3.1 Oversee recruitment, appointment and induction of the in-house staff team.
 - 3.2 Create monthly rota to ensure project is always sufficiently staffed
 - 3.3 Manage staff annual leave entitlements, training and sickness records
 - 3.4 Collate timesheets and payroll information monthly
 - 3.5 Meet team individually for monthly supervision, probation reviews and annual appraisals
 - 3.6 Facilitate monthly team meetings, case review meetings and staff supervisions
 - 3.7 Ensure and maintain clear communication to all members of staff via direct meeting, supervision, internal messaging and email
 - 3.8 Maintain staff training records and offer suitable training and professional development.
 - 3.9 In conjunction with Service Manager, responsible for any discipline matters concerning the project.
- 4. To manage all Health and Safety procedures relating to the project and reviewing and updating relevant policies and procedures.**
 - 4.1 Review all project policies and protocols annually and create new policies as required.
 - 4.2 Feed into organisations annual policy review

- 4.3 Notify staff team and service users on changes to policy and protocols
- 4.4 Complete annual project risk assessments
- 4.5 Ensure all health and safety checks are completed
- 4.6 Ensure maintenance issue reporting system is followed and repairs are carried out in a timely manner
- 4.7 Ensure all staff are maintaining accurate and up to date risk profiles for clients and participate in reviewing these
- 4.8 Keep data records up to date and shared with relevant people

5. Responsible for internal project reporting and monitoring service impact.

- 5.1 Submit monthly reports and quality assurance documents to the Service Delivery Manager.
- 5.2 Monitor and report on the service outcomes for survivors at the project to support the work of other internal teams.
- 5.3 Responsible for meeting contracted KPI's set by funders.
- 5.4 Contribution to annual reporting with Unseen.

6. General (all staff)

- 6.1 Promote the vision, aims and objectives of the Organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the Organisation.
- 6.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- 6.3 Utilise internal and external supervision regularly
- 6.4 Identify training needs and undertake appropriate training
- 6.5 Sign a confidentiality agreement
- 6.6 Undertake any other duties as required and requested

PERSON SPECIFICATION

Criteria	
Essential Knowledge, Skills and Experience	
1	Experience of managing a staff team
2	Management experience in a health/social work/residential care environment.
3	Experience of working in a 'safe-house' environment
4	Ability to manage and work within a multidisciplinary team.
5	Ability to manage and supervise staff effectively
6	Experience of completing risk assessments and management plans
7	A track record of successfully developing positive, productive and collaborative working relationships with partner agencies and funders

8	Understanding of the National Referral Mechanism
9	A good understanding of and an awareness of the rights and entitlements (including immigration, housing and benefits legislation) of trafficked persons, migrant workers, asylum seekers and refugees
10	Experience of evaluating and monitoring impact of service delivery and reporting on this
11	Comprehensive understanding of and commitment to equal opportunities to ensure that equalities and diversity issues are integrated into all aspects of service provision.
12	Ability to produce timely and accurate reports relating to service, clients and finances
	Values
13	Commitment to social justice issues and the restoration of vulnerable people
14	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
15	Own values line with Unseen's stated purpose, mission and values
	Other
16	Ability to utilise supervision effectively
17	Good attendance record
18	Good time keeping
19	Ability to demonstrate resilience and work under pressure
20	Willing to work flexibly, to work outside core office hours (evenings and weekends), to travel and to be part of the on-call rota