**JOB DESCRIPTION**

**Title of Post: Project Manager – Hope House (Chesterfield)**

**Responsible to: Board of Trustees**

**Location: Chesterfield**

**Grade: £21,840 per annum (40 hours per week – may include unsociable hours)**

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**PURPOSE OF JOB**

* With the support of the Directors and Board of Trustees, you will be responsible for delivering the charity’s objectives of providing a home, assessment and support services to the residents of Hope House to enable them to move forward to successful long term independent living.
* Lead and motivate the Hope House team and work closely with management colleagues to ensure quality support structures for project staff and volunteers.
* Ensure that residents are assisted in accessing all opportunities afforded to them.
* Establish procedures for organising the delivery and monitoring the effectiveness of the service.
* Build strong and positive working relationships with partner agencies, local churches, other stakeholders and local people, churches to promote the work of Hope House
* Understand the key objectives, aims and objectives of Hope House and work towards the performance targets whilst maintaining the Christian ethos within the project.

**PRINCIPAL ACCOUNTABILITIES**

1. **Staff Management**
* Defining (and reviewing from time to time) the roles of staff to ensure that they are achieving the aims and objectives of Hope House and that these roles are meeting the needs of the residents.
* Supporting staff by setting clear objectives at individual supervisions at least monthly.
* Ensuring good communication between staff by holding weekly team meetings and by holding briefings as necessary.
* Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
* Ensuring cover for staff who are absent.
* Operating Hope House disciplinary and grievance procedures where necessary.
* Ensuring that all staff are fully conversant with relevant legislation.

 **2. Housing Management**

* Identifying clear aims and objectives for the home which both reflects the ethos of Hope House and are consistent with the rights and developing needs of the residents.
* Acquiring a detailed knowledge and complying with the terms of relevant legislation.
* Establishing and maintaining a manual of procedures which incorporates the above as well as Hope House policies.
* Ensuring that the fabric of the building and the physical environment are maintained to a high standard.
* Ensuring that the residents comply with the terms of their Licence Agreement.
* Monitoring voids and bad debts and ensuring prompt and appropriate action is taken in line with procedures.
* Ensuring that Health and Safety legislation is adhered to.

 **3. Care and Support of Residents**

* Ensuring that the residents' rights to privacy, dignity and self-determination are promoted, and that their rights as citizens are upheld.
* Ensuring that the service actively promotes a Recovery approach providing assessment, support and other services within a framework of active engagement, positive risk taking and person-centred planning.
* Ensuring that residents are involved, as far as possible, in decisions affecting their welfare.
* Ensuring that residents receive high-quality support and advice.
* Ensuring that effective and reliable assessment procedures and support plans are introduced and maintained for all residents.

 **4. General Management**

* Liaising closely with Outreach teams to ensure the project is available to potential residents .
* Form effective partnerships with external stakeholders (e.g. Police, local authorities, statutory agencies, Outreach teams, community representatives and groups).
* Maintaining and further developing good relations with such bodies by, for example, attending liaison groups and forums.
* Liaising with colleagues internally to achieve the best quality of service for residents
* Maintaining prompt and efficient administrative systems.
* Contributing to the effective management of Hope House by reviewing policies and procedures.
* Ensuring safeguarding procedures are fully maintained and all required DBS checks are up to date.
* Introducing and extending a comprehensive method of reporting, monitoring and reviewing incidents, trends and needs within the project.
* To actively promote the implementation of Hope House Equal Opportunities and Diversity policies.

 **5. GENERAL**

* Adhere to Hope House Equal Opportunities and Diversity policies at all times.
* Adhere to Hope House Health & Safety and Confidentiality policies at all times.
* Adhere to Hope House Zero Tolerance Drug Policy at all times
* Adhere to Hope House no Smoking Policy at all times.