

Post: Programme Manager - Relational Homelessness Project
Hours: 28 hours per week, can be worked flexibly
Salary: £38k - £40K FTE, depending on experience
Holiday: FTE 22 days + 3 additional days (Christmas and Birthday) plus bank holidays
Location: Home-based with the option to work from offices in, and occasional travel to, London, Nottingham, Manchester and Plymouth.
Responsible to: Director of Programmes and Innovation

The Charity

The Together Network is a network of 20 charities who are united by a common vision to see people and communities all over England flourish and enjoy life in all its fullness. The Together Network is a subsidiary of the Church Urban Fund, alongside Near Neighbours and the Just Finance Foundation, who all work with and through local partners to help build connected, hopeful and confident communities. CUF is an inclusive organisation with a diverse workforce, where diversity is seen as an asset to our organisation, helping us to create an inclusive, welcoming environment for all.

The Programme

Funded by The Allchurches Trust, *Positive Pathways* is a volunteer-led homelessness prevention programme launching in Spring/Summer 2022, specifically designed to help people in insecure housing or at risk of homelessness to move forward in life.

The programme will initially be delivered through our partners in Manchester, Nottingham and Plymouth, with hopes to expand to additional locations at a later stage. The programme aims to support clients with low and mid-level needs who would benefit from support from Volunteer community mentors providing both emotional and practical support. The aim of the programme will be to help clients overcome social isolation and related barriers to tenancy sustainment by building long-term relationships, connecting people with activities and opportunities in their community and providing practical support through the ups and downs of recovery from homelessness or insecure housing. Volunteers will tailor their support to the unique needs of each individual, for example offering support and guidance to overcome housing and finance, education and health and wellbeing issues. The support provided can be invaluable by preventing and de-escalating issues, our volunteers will help families to make long lasting change.

The Role

The Programme Manager will be responsible for the implementation, management and development of our *Positive Pathways* Programme, building strong partnerships with delivery partners, referral agencies, internal stakeholders and support functions to maximise the positive impact of the programme. They will lead on developing and maintaining the educational content and supporting tools, materials and support regional co-ordinators (managed by and embedded with our regional partners) to ensure the programme maintains its high standards while increasing its reach.

KEY RESPONSIBILITIES

Service Implementation

- Take a lead role in setting up the programme, developing and implementing policies, processes and service standards with input from partners and support from colleagues.
- Ensure brand consistency and that all partners reflect this across their communication platforms.
- In partnership with our regional delivery partners, establish guidelines and procedures for recruitment, induction, on-going training, support and recognition for Volunteers, Client referral and assessment, matching Volunteers to Clients and ongoing monitoring.
- Establish and maintain a suitable support structure for Volunteers including 1:1 and group sessions.
- Create and develop an assurance framework, to include performance (outputs and outcomes/impact), quality, compliance and feedback to effectively measure performance of the service.

Service Management

- Ensure the Positive Pathways Programme is delivered to the highest standard and in line with strategic objectives, ensuring appropriate information and data is gathered, analysed and regularly reviewed.
- Monitor and ensure delivery of the agreed outputs according to funding agreements within allocated budgets (£250k per year) and set future budgets to meet strategic objectives.
- Maintain a continuous and proactive oversight of the programme to anticipate potential challenges to meet targets as well as to suggest and champion changes that will increase impact or drive efficiency.
- Contract management of key partners and external support/consultancy as required.
- Monitor progress against key milestones: creating strategies to overcome any shortfalls or delays and be proactive in identifying risks and opportunities.
- Provide appropriate support, including practical support to the regional coordinators to ensure work is delivered to the highest standard and opportunities for continuous improvement are seized.
- Maintaining regular communication, visibility and feedback to partners and stakeholders.
- Prepare reports and updates for project funders and case studies for marketing and communication purposes.
- Keep abreast of all relevant legislation, best practice and National and Regional provision relevant to the service and provide/commission expert guidance to support Regional teams.
- Promote and represent the service to service users, Volunteers, stakeholders, partners and other parties at appropriate meetings and events.
- Provide support to the network with the use of our Volunteer Management System.
- Work with the research, policy and evaluation team and external evaluators to develop and collect output and impact measures
- Work closely with the fundraising team on relevant matters including reporting on activities and supporting funding applications.

Service Development

- Create, develop and improve key processes and policies through research, liaison with key stakeholders and evaluation of past and current activities.
- Take a lead role in the development of the programme including, for example, the creation or sourcing of new training for Volunteers or expert guidance on specialist topics.
- In collaboration with partners, develop and deliver a Volunteer engagement programme that ensures all Volunteers feel valued and equipped for their role.
- Research and develop local project expansion opportunities for all partners and input into centrally developed funding opportunities where appropriate.

- Create connections and facilitate collaboration with local and national third-party organisations working in the sector.
- Ensure effective capturing and sharing of programme evidence and learning to demonstrate impact, as well as inform policy objectives, advocacy agendas, and future programme development.
- Develop service-user feedback and involvement opportunities to develop existing and future service valuing the input of those with lived experience.

Service Standards

- Risk management - Understand risk assessment as compatible with role and ensure appropriate consideration of risk across the service when working with service users and Volunteers.
- Health and Safety - Promote and manage the health, safety and welfare of Volunteers, and for the effective implementation and achievement of the Health and Safety policy including ensuring there are up-to-date risk assessments; staff have received adequate training and are competent; accidents and incidents are correctly reported
- Safeguarding - Promote and implement the Safeguarding policy, ensuring staff and Volunteers are trained and competent to identify safeguarding concerns and that any concerns are reported in line with our policies.
- Equal opportunities and diversity - Promote diversity and CUF's values by ensuring the services are available to all service users, that no service user, Volunteer or Staff Member is discriminated against because of a protected characteristic, and that the services are responsive and sensitive to the needs of service users through, for example, cultural and religious awareness.
- Data protection and data security - promote and implement the data protection and data security policies and ensuring service user and Volunteer information is held securely, and where data breaches occur, that correct reporting procedures are implemented and improvements are made to avoid future breaches.

Person Specification – Programme Manager- Relational Homelessness Project	
ESSENTIAL	DESIRABLE
Education and Training	
Evidence of continuing professional development	Educated to Degree Level or equivalent
Knowledge and Experience	
At least two years' experience working in poverty-alleviation, preferably within the homelessness sector OR at least 2 years' experience in a volunteer management role	Experience in the charity sector, ideally in a service delivery or community context
Experience in developing, implementing and updating relevant plans, standards, policies and procedures	Experience of managing contracts or services over a dispersed geographical area on a remote basis
Experience of successfully managing projects or services aimed at supporting people	Experience of working in a multi-agency environment and developing partnerships
Knowledge and understanding of Safeguarding adults at risk of abuse and Data Protection/GDPR	Experience of driving continuous quality and performance improvements and using quality assurance systems, including service user participation to improve services
Hands on experience of managing and mitigating risks	Experience of evaluating materials and activities and adapting as necessary in order to ensure successful outcomes
	Knowledge and understanding of Local Authority and Governmental responses to homelessness
	Lived experience of Homelessness or insecure housing
Skills and Attributes	
Excellent interpersonal skills, self-aware and able to build trust and instil confidence in others	Strong influencing and negotiating skills to navigate conflicting stakeholder needs
Strong organisational skills, with an ability to manage conflicting priorities	Have a full driving licence and own car
Able to work on one's own initiative whilst also being a collaborative team player	
Numerate, comfortable with data and the ability to handle budgets	
Able to embrace change, innovating, adapting and responding creatively to challenges and opportunities	
Computer literate - proficient in Microsoft Office, Power Point, the use of databases, simple Excel sheets and able to quickly pick up new systems	
Willingness to travel for meetings and undertake occasional work outside of contracted hours (TOIL will be available)	

This job description is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.

You will be managing a Together Network programme with CUF, the parent charity, as the legal employer.

To apply, please send/email an up to date CV and a no more than 2 page covering letter outlining your relevant skills and experience, relating to the listed responsibilities and person specification, to Near Neighbours, The Foundry, 17 Oval Way, London, SE11 5RR Email: HR@cuf.org.uk