**The Whitechapel Centre**

**Project Manager Person Specification SLa**

The Whitechapel Centre is the leading homeless and housing charity for the Liverpool Region. We work with people who are sleeping rough, living in hostels or struggling to manage their accommodation. We are committed to reducing social exclusion and health inequalities and helping people find a home and learn the life skills essential for independent living. Reflecting the diverse routes into and through homelessness, Whitechapel operate a variety of services in different settings which ensure individuals do not slip through the net of provision. Our aim is to offer services which are of the highest quality achievable, relevant, informed by service users, and responsive to need.

Our Mission is to prevent and resolve homelessness, social exclusion and housing related poverty by providing practical, tailored support so that each person can find and maintain a home and achieve their potential.

**Our Values**

* We don’t give up on anyone.
* Equality and fairness underpin everything we do.
* We go the extra mile.
* We invest in our local community.
* We think outside the box.
* We do things with, not for, people.

**Note To Applicant**: In your application, you should provide evidence of meeting **all** criteria points on the person specification listed as essential along with as many criteria points listed as desirable as are applicable. Short-listing will be done by application form alone. Final selection will be done through a combination of interview and selection exercises. The following areas will be used to judge candidates’ suitability for the post.

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| **Knowledge, skills and experience** | **Essential or Desirable criteria** |
| * Relevant professional qualification or willingness to train for L5 Diploma in Health & Social Care OR L4 in Leadership and Management and L4 in Health & Social Care
* A minimum of 2 years’ experience working with people with complex needs including homelessness, history of offending, alcohol, drug and mental and physical health problems.
* A minimum of 2 years’ experience of managing a supported accommodation-based services ensuring performance outcome targets are fulfilled.
* Experience of implementing an approved maintenance and development programme covering buildings and equipment, acquisition and disposals and of negotiating and managing external supply contracts in line with legislative, compliance and value for money principles
* Proven ability to manage finances and resources within agreed budgets
* Able to identify, assess and manage risk with regard to individuals, projects and organisational systems
* Experience of managing systems for the collection and accounting of rent and related service charges
* Knowledge of relevant funding streams, contractual and regulatory frameworks and requirements.
* Communicates a clear vision for the service
* Works productively as part of a team
* Experience of client co-production
* Experience of promoting and managing change
* Able to create an open and trusting environment for staff, service users and stakeholders, to motivate and inspire and to manage poor performance assertively and constructively.
* Excellent communication skills. Able to use strong negotiation and mediation skills to achieve a successful outcome. Able to represent the organisation.
* Highly organised and efficient. Able to work to tight timescales and to manage complex situations and develop effective solutions
* Ability to develop and manage rota’s to ensure the necessary service delivery.
* Ability to develop, implement and monitor policies and procedures.
* Self-administrating and IT proficient
* Ability to use various outcome reporting systems to demonstrate success of the service and to write clear reports for internal and external audiences.
* Sound understanding of harm reduction techniques, treatment options and specialist advice and support services. Clear understanding of the Misuse of Drugs Act.
* Able to undertake comprehensive service user needs and risk assessments
* Experience of developing and discharging individualised support plans for people with multiple and complex needs
* Understanding and experience of safeguarding philosophy, practice and procedures
* Knowledge and experience of working with Primary Care Services and with other professionals, agencies and stakeholders.
* Good working knowledge of the range of medical, treatment, education, training, volunteering and access to work providers in the city and their respective routes of referral
* An understanding and commitment to the ethos and values of The Whitechapel Centre.
* Practices and promotes equality of opportunity
* Operates within all policies and working practices of the organisation.
* Flexibility to work unsociable hours and to participate in the organisation’s 24 hour on call service as and when required.
* Committed to continuous professional development and to remaining conversant with new developments and ideas in own field of work
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| * This post is subject to an enhanced check by the Disclosure & Barring Service
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