



Working to end violence and abuse.

Role Profile

Job Title:	Head Of Dispersed & Supported Accommodation			
Grade:	8-9			
Salary:	36,999-39,999			
Hours:	35			
Contract Type:	Permanent			
Location:	Kent - Hybrid			
Responsible to:	Director Of Operations			
Responsible for:	Accommodation Service Managers / External Relationships			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support colleagues are expected to be capable of integrated working in the wider social system.

Colleagues are expected to work flexibly as needed by service demands, this includes evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid).

Purpose of the role:

The purpose of the role is to provide strategic leadership and operational oversight for the charity's dispersed and supported accommodation services. This role ensures the delivery of high-quality, trauma-informed support to individuals who have experienced violence, abuse, exploitation, and/or displacement. The Head of Dispersed and Supported Accommodation will drive service improvements, ensure compliance with relevant legislation and standards, manage financial and property resources effectively, and foster strong relationships with stakeholders. By leading a dedicated team, this role will promote a positive, inclusive culture and ensure that the voices of those supported by the charity are heard and addressed, ultimately contributing to the charity's mission and goals.

Head Of Dispersed & Supported Accommodation – Kent – Hybrid / WFH & Office

Key Responsibilities:

Strategic Leadership

- Develop and implement strategic plans for dispersed and supported accommodation services, ensuring alignment with the charity's overall mission and goals.
- Provide leadership and direction to the Accommodation Service Manager and other team members, fostering a culture of excellence and continuous improvement.
- Identify and pursue opportunities for service expansion and innovation, including new funding streams and partnerships.

Operational Oversight

- Oversee the delivery of high-quality accommodation services, ensuring they are trauma-informed and client-centred.
- Ensure compliance with all relevant legislation, regulations, and best practices in housing and support services.
- Monitor and evaluate service performance, using data and feedback to drive improvements and demonstrate impact.

Property & Housing Management

- Ensure all properties are maintained to a high standard, with effective systems in place for housing management, safety, and compliance.
- Work with the Head of Operations to manage property-related risks and ensure legal requirements are met for both clients and staff.
- Oversee the management of voids, rental income, and value for money in housing operations.

Safeguarding

- Act as a designated safeguarding lead (DSL), ensuring robust safeguarding practices are in place and adhered to across all services.
- Support the Designated Safeguarding Officer (DSO) and team in managing safeguarding concerns and ensuring staff are trained and compliant with policies.

Service Utilisation

- Oversee referral and assessment processes, ensuring they meet service specifications and client needs.
- Ensure effective move-on strategies and responsiveness to local authority priorities.

Partnership Working

- Build and maintain strong relationships with external stakeholders, including funders, local authorities, and partner organisations.
- Represent the charity at relevant meetings and forums, advocating for the needs of clients and the organisation.

People Management

- Lead, manage, and develop the accommodation team, ensuring they have the skills, support, and supervision needed to deliver high-quality services.
- Oversee HR functions for the team, including recruitment, performance management, and professional development.
- Foster a positive, inclusive, and collaborative team culture.

Inclusion & Participation

- Promote inclusion and ensure services support clients in areas such as digital inclusion, income maximisation, and health improvement.
- Encourage and facilitate client participation and feedback, using this information to drive service improvements.

Risk and Health & Safety Management

- Ensure robust risk management practices are in place for clients, staff, and properties.
- Oversee health and safety compliance, ensuring staff are trained and adhere to policies and procedures.
- Compliance with Legislation: Ensure compliance with all relevant health and safety legislation, including the Health and Safety at Work etc. Act 1974, Workplace (Health, Safety and Welfare) Regulations 1992, and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- CQC Audits: Oversee and ensure compliance with Care Quality Commission (CQC) standards and audits, particularly Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, which focuses on good governance and effective auditing systems
- Enhanced Rent and Social Housing Compliance: Ensure adherence to the Rent Standard and Guidance as set by the Regulator of Social Housing, including compliance with policies on social and affordable rents
- Risk Management: Implement and regularly review risk assessments for all properties, ensuring they protect clients, staff, and visitors. This includes managing community risks and ensuring safe working practices.
- Training and Awareness: Ensure all staff and volunteers are trained in health and safety procedures, including risk management, safeguarding, and data protection. Provide ongoing training to keep up with legislative changes.
- Property Safety: Ensure all properties meet legal safety requirements, including fire safety, electrical safety, and gas safety. Regularly inspect and maintain properties to high standards.
- Incident Reporting: Establish and maintain robust systems for reporting and investigating health and safety incidents, ensuring compliance with RIDDOR and other relevant regulations.

- **Health and Safety Policies:** Develop, implement, and regularly review health and safety policies and procedures, ensuring they are up-to-date and in line with best practices and legal requirements.
- **Monitoring and Evaluation:** Continuously monitor and evaluate health and safety performance, using data to drive improvements and ensure compliance with all relevant standards and regulations.

Information Security & Data Protection

- Ensure compliance with data protection regulations and organisational policies on information security.
- Oversee training and support for staff on data protection and information security.

Monitoring & Evaluation

- **Data Collection and Analysis:** Lead the development and implementation of monitoring and evaluation frameworks, ensuring accurate and timely data collection from service teams. Use data to assess service performance, identify trends, and inform strategic decision-making.
- **Report Writing:** Prepare comprehensive and high-quality reports for commissioners and funders alongside your Accommodation Service Managers, detailing service performance, outcomes, and impact. Ensure reports are clear, evidence-based, and aligned with the requirements of funders and stakeholders.
- **Outcome Measurement:** Develop and implement systems to measure and report on service outcomes, ensuring that the impact of services is effectively communicated to commissioners and funders.
- **Feedback Integration:** Collect and incorporate feedback from clients, staff, and stakeholders into monitoring and evaluation processes. Use this feedback to drive continuous improvement and demonstrate responsiveness to the needs of those we support.
- **Compliance and Accountability:** Ensure all monitoring and evaluation activities comply with relevant regulations and standards, including data protection and confidentiality requirements.
- **Training and Support:** Provide training and support to colleagues on data collection, monitoring, and evaluation processes. Ensure colleagues understand the importance of accurate data and are equipped to contribute effectively to reporting requirements.
- **Good News Stories:** Collect and compile high-quality, accurate good news stories and case studies to include in reports for commissioners and funders. Highlight the positive impact of services on clients' lives.
- **Regular Updates:** Ensure regular updates and progress reports are provided to commissioners and funders, maintaining transparency and accountability. Address any queries or requests for additional information promptly and professionally.
- **Evaluation of New Initiatives:** Lead the evaluation of new projects and initiatives, ensuring they meet their objectives and deliver value for money. Use evaluation findings to inform future service development and funding applications.

Finance

- Work with the Head of Finance to prepare and manage budgets for accommodation services.
- Monitor income and expenditure, ensuring financial sustainability and value for money.
- Oversee the management of welfare budgets for clients.

Community Engagement

- Promote community engagement and participation in volunteering and peer support programs.
- Ensure staff are involved in community activities and understand the needs of other support services.

Other

- Participate in training, supervision, and professional development as required.
- Undertake other tasks as deemed reasonable for the role.
- Represent the charity professionally to all stakeholders.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

<ul style="list-style-type: none"> • Stakeholder Engagement: Strong ability to build and maintain relationships with external stakeholders, including funders, local authorities, and partner organisations. • Community Involvement: Experience in promoting community engagement and participation in volunteering and peer support programs. 		<p>X</p> <p>X</p>
<h2>2. Knowledge & Qualifications</h2>		
<ul style="list-style-type: none"> • Qualifications: A relevant degree or professional qualification in housing, social work, or a related field. A Level 5 Diploma in Leadership for Health and Social Care Services (or equivalent) would be advantageous • IDVA qualified / Safe Lives Manager trained and up to date certification • DSL trained and up to date certification • Continuous Professional Development: Commitment to ongoing professional development and staying up to date with changes in legislation and best practices. • Operational Management: Strong skills in overseeing service delivery, ensuring compliance with relevant legislation, regulations, and best practices. • Health and Safety: In-depth knowledge of health and safety regulations and the ability to ensure compliance across all properties and services. • CQC Compliance: Familiarity with Care Quality Commission (CQC) standards and experience in managing compliance and audits. • Budgeting and Financial Oversight: Ability to prepare and manage budgets, monitor income and expenditure, and ensure financial sustainability. • Resource Management: Skills in managing resources effectively, ensuring value for money and efficient use of funds. • Safeguarding: Expertise in safeguarding children and adults, ensuring robust practices are in place and adhered to. • Risk Management: Ability to manage risks related to clients, staff, and properties, including conducting and reviewing risk assessments. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<h2>3. Capabilities & skills</h2>		
<ul style="list-style-type: none"> • Empathy and Compassion: A strong commitment to supporting individuals who have experienced violence, abuse, exploitation, and/or displacement. • Resilience: Ability to remain calm and effective under pressure, managing stress and maintaining a positive outlook. • Adaptability: Flexibility to adapt to changing circumstances and respond effectively to new challenges and opportunities. 	<p>X</p> <p>X</p> <p>X</p>	

<ul style="list-style-type: none"> • Data Collection and Analysis: Skills in developing and implementing monitoring and evaluation frameworks, ensuring accurate data collection and reporting. • Report Writing: Ability to prepare comprehensive and high-quality reports for commissioners and funders, demonstrating service impact and compliance. • Analytical Skills: Strong analytical skills to assess service performance, identify trends, and inform strategic decision-making. • Problem-Solving: Ability to identify and address issues proactively, finding innovative solutions to challenges. • Effective Communication: Excellent verbal and written communication skills, with the ability to convey complex information clearly and persuasively. • Interpersonal Skills: Strong interpersonal skills to build and maintain relationships with clients, staff, stakeholders, and external partners. • Negotiation and Advocacy: Ability to negotiate and advocate effectively on behalf of the charity and its clients. • Strategic Thinking: Ability to develop and implement strategic plans, aligning services with the charity's mission and goals. • Leadership: Strong leadership skills to inspire and motivate teams, fostering a culture of excellence and continuous improvement. • Decision-Making: Proven ability to make informed decisions, balancing client needs, operational requirements, and strategic objectives. 	X	
	X	
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4. Emotional intelligence		
Self Awareness: recognizing own emotions, strengths, and limits, being self-confident	X	
Self Regulation: having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	X	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	X	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	X	
Social skills: able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	X	
5. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	X	
Evidence of qualifications listed on the application form	X	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	X	

