



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for a Multi-Service Manager in Kings Lynn and Thetford.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website [www.benjaminfoundation.co.uk/jobs](http://www.benjaminfoundation.co.uk/jobs)

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925/886951 or email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Please return your completed applications by email to:-

[recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Or by post to:

HR Department  
The Benjamin Foundation  
23-27 St Andrews Street  
Norwich  
NR2 4TP



The **Benjamin** Foundation

## **Multi - Service Manager**

**Walmington Court – Thetford & Right Tracks – Kings Lynn**

**37.25 hours per week to be worked flexibly**

**(plus occasional sleep ins)**

**£29,161.00 per annum**

(Sleep ins and on call will be paid in addition)

Plus employee benefits

*Are you looking for an exciting new challenge to work within a charity that provides support to young people?*

The Benjamin Foundation was founded in 1994 helps on average more than 2,500 people per year through difficult times by providing them with hope, opportunity, stability and independence. We are seeking to recruit an experienced Manager to manage Walmington Court (Thetford, up to 14 young people) and Right Tracks (Kings Lynn, 12 young people). The services provide safe and suitable accommodation and support for young people in Norfolk. The services fundamental aim is to help support young people in their journey to independence.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach<sup>®</sup> which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Tel: 01603 886922/886925

**Closing Date: Monday 1<sup>st</sup> April 2019 (9.00am)**  
**Interview Date: Tuesday 9<sup>th</sup> April 2019 (Thetford)**



The **Benjamin** Foundation

## Multi – Service Manager

### Job description

<b>Job title:</b>	Multi - Service Manager (Right Tracks & Walmington Court)
<b>Employer:</b>	The Benjamin Foundation
<b>Location:</b>	Walmington Court and Right Tracks
<b>Contract:</b>	Full Time/Permanent
<b>Salary:</b>	£29,161.00 per annum
<b>Hours of work:</b>	37.25 hours per week to be worked flexibly and occasional sleep ins
<b>Department:</b>	Housing and Homelessness
<b>Reporting to:</b>	Director of Operations (Housing & Homelessness)

### Job purpose

1. To lead and manage Right Tracks and Walmington Court ( x2 supported accommodation centres for homeless young people aged 16 -25 years) to ensure that the best outcomes for young people accessing the services are achieved and the delivery of a high quality service is maintained
2. To work across the 2 sites of Right Tracks and Walmington Court, splitting time and support accordingly
3. To provide accountable independent service where decision making and focus is young person centred
4. To work towards young people establishing the necessary skills to be successful in independent living
5. To work in partnership with partners and key stakeholders
6. To assist young people in the services in accessing and sustaining education, training, employment and other opportunities
7. To provide a quality service that meets young peoples needs

### Main duties

#### General

1. To attend and report to relevant meetings both within and beyond The Benjamin Foundation
2. To undertake personal development and attend any relevant training
3. To maintain key relationships to high standards at all times
4. To embed the culture and ethos of The Benjamin Foundation
5. To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post



## The **Benjamin** Foundation

### **Managing people, resources and finance**

1. To provide leadership and management of Right Tracks and Walmington Court
2. To control the setting and monitoring of budgets to ensure economic viability and sustainability of the project
3. Manage on a day to day basis a team of staff
4. Carry out regular personal reviews and annual appraisals with the staff teams and provide effective leadership
5. Ensure the staff members are adequately trained for the roles they carry out
6. To attend and lead regular staff team meetings, away days and organisational training day
7. Monitor staff time management and caseloads
8. To act as first point of contact for staffing disputes, issues or complaints
9. To assist in the recruitment process for staff when needed
10. Provide adequate staff cover within the services ensuring rotas are maintained
11. To help ensure effective handovers are taking place to keep all staff up to date
12. To fulfil on call responsibilities one in every four weeks on a rota basis

### **Service Delivery**

1. To promote a positive image of support as part of the services
2. To maintain an in-depth knowledge of local policies, protocols and relevant housing legislation
3. To promote the well-being of the young people
4. To support the assessment, development and review of the young person's individual plans and help ensure that staff adhere to the guidance in these plans
5. To use Outcome Tools (including teen star & homeless star ) in assessing young people's progress and well being
6. To ensure that young people's involvement and views where appropriate are at the heart of all that you do
7. To ensure the promotion of education, physical health and emotional well-being of the young person
8. To ensure provision is made to cater for the young person's social, cultural and religious needs
9. To maintain an environment that promotes positive acceptable behaviour
10. To fully embed the Nurtured Heart Approach® into working practice
11. To ensure that services, staff and volunteers are fully embedding the Nurtured Heart Approach®

### **Strategic Approach & Service Development**

1. To develop and maintain relationships with key agencies and ensure compliance with the statutory frameworks they work in
2. To contribute to the strategic development of homeless provision
3. To help ensure strong partnership links and working relationship with immediate neighbours to the service, (Right Tracks) Borough Council of Kings Lynn & West Norfolk, Saffron Housing, Norfolk County Council Children's Services and a range of housing provision in the West Norfolk area. (Walmington Court) Breckland District Council, Flagship Housing, Norfolk County Council Children's Services and a range of housing provision in the Breckland area.
4. In partnership with the Councils ensure the coordination of referral/ allocations and admission procedures.



## The **Benjamin** Foundation

5. To work with relevant agencies to increase and improve the stock and standard of accommodation available to clients of the schemes
6. To plan and organise for foreseeable influences on the projects
7. To support the development of and to maintain effective working relationships with all key partners, family and any significant others
8. To liaise where appropriate with Norfolk Children Services Department, Housing, Health and Education and any other appropriate professionals to achieve the best possible outcomes for the young people
9. To deliver Outcome Star training to staff within the organisation

### **Internal Processes and Systems**

1. To be responsible for the promotion, publicity and raising the profile of the services
2. To ensure that the services provided by The Benjamin Foundation are committed to continuous improvement
3. To ensure a safe environment is maintained
4. To work with the HR Team to ensure holiday, sickness etc. for the staff team are recorded and monitored
5. To ensure risk assessments are carried out and kept up to date
6. Write reports and maintain other written records, such as clients personal notes, support plans and general records relating to the scheme
7. To have systems and processes in place which all staff understand, and are compliant with Safeguarding and Child Protection under Children's Regulations

### **Young People**

1. To develop a positive and supportive relationship with the young people who are residents at Walmington Court and Right Tracks
2. To attend meetings supporting and representing young people
3. To ensure service user involvement is embedded in the services
4. To support and embed The Nurtured Heart Approach
5. To engage and support staff in the effective delivery of support to the young people at Walmington Court and Right Tracks including key work responsibilities and contributing to children and young people's individual housing pathways
6. To support service users to access information, advice and help from appropriate external services
7. To support and empower service users in establishing and maintaining social support networks, including their families where appropriate
8. To support with developing independent living skills through help, advice and training including reducing debts, maximising income and financial capacity and developing structures and personal planning abilities
9. To moderate antisocial behaviour including signposting to appropriate help and advice and promotion of restorative approaches
10. To take responsibility for young people's care plans and pathway plans
11. To support access to education, employment, training and volunteering
12. To empower service users to engage in the community and positive activities
13. To safeguard the young people at both Walmington Court and Right Tracks from threat to their health, well-being and development, both internally within the centre and externally



The **Benjamin** Foundation

14. To ensure that the specific needs of young people are met including religious observance and culturally significant activities
15. To develop and maintain good working relationships with young people's Family members, Social Workers and other professionals
16. To contribute to the support of the education progress of the young people at Walmington Court and Right Tracks through supporting them in their education environment, providing activities and interests that will stimulate educational attainment, encouraging and supporting the educational achievements of all
17. To contribute to the planning and delivery of social and leisure activities that reflects the interests, abilities and needs of young people at Walmington Court and Right Tracks
18. To help facilitate the teaching of day to day practical independent living skills e.g. budgeting, cooking, self-care to help the children and young people prepare for independent living, tools to be used include Outcome Star (Young Persons) and the AQA Award scheme
19. To be familiar with young people's support plans, pathway plans and risk assessments and ensure that their requirements are carried out in the day to day support of the young people
20. To help maintain a positive and nurturing environment within Linden House and The Hub that is sensitive to the needs of the young people
21. To use Outcome Tools (including Young Persons Star) and MER in assessing young people's progress and well being

*The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.*

*The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.*

*This post is subject to a full and satisfactory DBS disclosure.*

**Name of Job Holder:**

**Signed Job Holder:**

**Date:**

**Name of Line Manager:**

**Signed Line Manager:**

**Date:**



The **Benjamin** Foundation

## Multi-Service Manager Person Specification

Criteria	Details	Essential	Desirable	Assessed
<b>Qualifications</b>	Level 5 Qualification in Management ( if Level 5 is not held there must be willingness to work toward) and / or a Professional Qualification relevant to working with Children & Young People (e.g Diploma or Degree in Social Work, CQSW)	<b>E</b>		Certificate Application
<b>Experience</b>	A minimum of 2 years' experience of managing a supported accommodation setting for homelessness, LAC or children/young people	<b>E</b>		Application Interview References
	A minimum of 5 years' experience of working with homelessness, LAC or children/young people	<b>E</b>		Application Interview References
	Experience of managing a team and Project Management		<b>D</b>	Application Interview References
	Have experience of working within The Children's Act 1989 and specifically Section 17/20	<b>E</b>		Application Interview References
	Experience of working with young people with high and specialist needs	<b>E</b>		Application Interview References
	Experience of managing staff rotas and covering A/L and sickness	<b>E</b>		Application Interview References
	Experience of lone working with high need young people	<b>E</b>		Application Interview References
<b>Knowledge &amp; Skills</b>	To be able to communicate operationally and strategically with colleagues, external agencies and young people both verbally and in writing ensuring you conduct yourself in a professional manner, whilst maintaining the rules of confidentiality as appropriate	<b>E</b>		Application Interview



The **Benjamin** Foundation

	Have an in-depth knowledge of local policies, protocols and relevant legislation, particularly part 3 of The Children Act 1989, Section 17 and Section 20	<b>E</b>		Application Interview
	To have a working knowledge of the Norfolk County Council, Childrens Services Housing Application Form (HAF) and the needs and risk assessment	<b>E</b>		Interview
	Have an understanding of relevant housing and benefits legislation	<b>E</b>		Application Interview
	A good understanding of appropriate Professional Boundaries	<b>E</b>		Interview Reference
	Good ICT skills, including the ability to input information and formulate reports from a database	<b>E</b>		Interview Reference
<b>Personal Qualities</b> <i>Positive</i>	Ability to create and maintain a warm, caring, nurturing and homely environment and to contribute and take part in the day-to- day running of Linden House/The Hub	<b>E</b>		Interview Reference
<i>Responsive</i>	Ability to respond quickly and with flexibility to the needs and priorities of individuals and the home	<b>E</b>		Interview Reference
<i>Independent</i>	Ability to make rational, well thought out decisions and show initiative	<b>E</b>		Interview Reference
<i>Confident</i>	Being able to confidently make decisions regarding day to day matters and to be accountable for these decisions	<b>E</b>		Interview Reference
<i>Competent</i>	The ability to work under pressure and remain calm in stressful situations	<b>E</b>		Interview Reference
<i>Collaborative</i>	The ability to communicate with the wider community	<b>E</b>		Interview Reference
<i>Progressive</i>	An interest in the long term development of the service	<b>E</b>		Interview





The **Benjamin** Foundation

<i>Nurturing</i>	Commitment to using the Nurtured Heart Approach <sup>®</sup> and ensuring other use it	<b>E</b>		Application Interview
<i>Honesty and integrity</i>	To always be a positive role model for young people at Linden house	<b>E</b>		Interview Reference
<i>Resilience</i>	To deal with and the ability to overcome challenging situations whilst on duty	<b>E</b>		Interview
<i>Self - Control</i>	To take responsibility for ones well being	<b>E</b>		Interview
<b>Additional</b>	The willingness to contribute to the wider Benjamin Foundation success story	<b>E</b>		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	<b>E</b>		Interview
	Current Driving Licence and access to a vehicle	<b>E</b>		Copy of DL and insurance certificate
	A willingness to undertake training appropriate to the post	<b>E</b>		Interview
	A sense of humour	<b>E</b>		Interview