
ROLE DESCRIPTION

JOB TITLE:	Hostel Manager
RESPONSIBLE TO:	Director of People Services
GRADE:	H
HOURS:	37.5 per week (full-time) including some evening and weekend working

JOB PURPOSE:

The Hostel Manager oversees the work of the Hostel Support staff and the wellbeing of our residents. The post holder should manage, support and coach each member of the Hostel Support staff to ensure that the service provided to YMCA MK residents is exceptional. They should also work towards ensuring that the YMCA MK is a positive place for our young people to belong, contribute and thrive.

The post holder should ensure that housing management functions are managed effectively to minimise financial losses.

The post holder should ensure that support to residents is effective and engaging. Support should be focused on developing independent living skills, promoting wellbeing, building confidence and preparing and supporting residents to move to our second stage accommodation where the focus of our support will be employment.

The post holder will ensure that our Stage 1 accommodation is staffed effectively at all times and that all staff working in our Stage 1 accommodation are trained to work as effectively as possible with vulnerable and challenging young people.

In addition to these duties this post holder will also be the YMCA MK lead Officer for Safeguarding.

DUTIES AND RESPONSIBILITIES:

1. Ensure the lettings process is followed in compliance to policy and procedure

- 1.1. Manage housing applications for YMCA MK effectively so new residents receive a good first impression of YMCA MK.
- 1.2. Ensure that as part of the resident inductions, expectations are clearly set out that outline their Rights and Responsibilities as well as what they can expect from YMCA MK.
- 1.3. Ensure appropriate Risk Assessments are completed and for applicants to the service, reviewed regularly and updated as necessary

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

- 1.4. Ensure staff have the right training and knowledge to follow the lettings process to the highest standard

2. Oversee delivery of the Stage 1 support programme

- 2.1. Ensure that an action plan is created for all YMCA MK hostel residents that links to specific and tailored goals for each individual to build confidence and skills
- 2.2. Collaborate with the Activities Coordinator and suitable external agencies in the community to provide an engaging resident support programme
- 2.3. Work closely with the Activities Coordinator to provide a programme of Independent Living skills for the residents that will equip them with essential tools for living
- 2.4. Provide move-on support to residents when they progress to the next stage of accommodation, or if they leave the YMCA MK, to ensure the move is a positive one.

3. Work with the Housing Manager to ensure that rent arrears are managed in compliance to policy and procedure

- 3.1. Ensure that appropriate Housing Benefit claims are made at the start of each resident's period of residence
- 3.2. Develop strong budgeting skills and financial literacy for all residents
- 3.3. Ensure that income is maximised and voids are actively filled
- 3.4. Ensure that full rent is paid for the duration of each resident's stay and that all accounts are monitored weekly
- 3.5. To take appropriate action taken to recover rent arrears and ensure that each resident's account is up to date
- 3.6. Ensure that Former Tenant Arrears are managed in a time-efficient manner to recover optimal debt and that any unrecoverable debt is written off.
- 3.7. Ensure all Hostel support staff are competent and knowledgeable of the benefits system so that all applications are made in a timely manner and the relationship with the council is maintained

4. Work with the Housing Manager to ensure that occupancy matters (including Anti-Social Behaviour) are managed effectively

- 4.1. Ensure that residents adhere to their Rights and Responsibilities within the hostel and should these be breached, a person-centred approach is taken with each individual to resolve any issues.



- 4.2. Ensure that appropriate action is taken towards anti-social behaviour and all known breaches of an occupancy agreement are recorded and responded to appropriately
- 4.3. Implement an appropriate Anti-Social Behaviour management system that aligns with a Psychologically Informed Environment approach which acknowledges incentives as well as warnings (including eviction where absolutely necessary)
- 4.4. Ensure that any suspected abandonment of tenancy is responded to quickly and appropriately
- 4.5. Ensure the Hostel Support staff regularly review and reset expectations with the residents about their Rights and Responsibilities / occupancy agreements and that appropriate follow-on actions are set.
- 4.6. Ensure that any damage to YMCA MK property is followed up with appropriate action taken relevant to the circumstance

5. Staff Training

- 5.1. Ensure that all Hostel Support staff have received appropriate training to carry out their duties, including, but not limited to, training on Psychologically Informed Environments, Trauma-Informed Care and taking a Strengths-Based approach
- 5.2. Ensure that any relevant trainings that could further develop the Hostel Support team's skills are signposted to the team
- 5.3. Ensure that all the team use coaching language when working with the residents and that their coaching style is regularly revisited
- 5.4. Ensure that Supervisions are held on a regular basis with all Hostel Support staff to review performance and competences
- 5.5. Use reflective practice to review support work and incidents

6. Service Development

- 6.1. Take an active role in developing the YMCA MK hostel service
- 6.2. Represent YMCA MK at homelessness network groups e.g. Homeless Partnership, Rough Sleepers Task and Targeting Group
- 6.3. Collaborate with other teams in YMCA MK to ensure a comprehensive service provision is offered to residents
- 6.4. Develop and maintain relationships with other YMCAs and external bodies/ forums / partner services where deemed appropriate
- 6.5. Provide emergency cover for shifts where required to maintain the smooth delivery of the service
- 6.6. To be available on an on-call basis as required



6.7. Undertake any other duties in line with the role and commensurate to the post, assist in the development of YMCA policies and procedures as deemed appropriate by the Director of People Services.



Person Specification	
Essential – Knowledge	<p>Knowledge of Housing Support and Supporting Vulnerable People; minimising financial losses, maximising income</p> <p>Safeguarding of adults</p> <p>Benefits System; making claims, entitlements</p> <p>Duty of the council; making applications</p> <p>Occupancy agreements</p>
Essential - Skills	<p>Managing, supporting and coaching staff</p> <p>Training and mentoring of staff (including supervisions and performance reviews)</p> <p>Inductions of staff</p> <p>Adapting to the needs of others</p> <p>Exceptional service delivery</p> <p>Supporting and developing service users (e.g. residents)</p> <p>Keyworking and setting action plans with service users</p> <p>Handling evictions in a sensitive manner</p> <p>Strong and effective communication</p> <p>Being able to motivate and enthuse others to buy in to a common goal</p> <p>Analyse and evaluate procedures</p> <p>Driving performance</p> <p>Creating a positive environment for others to work in</p>
Essential - Attitude	<p>Confident and assertive</p> <p>Enthusiastic and engaging persona</p> <p>Open minded; willing to try new ideas,</p> <p>A naturally positive disposition</p> <p>Will work towards a shared vision</p> <p>Practical and pragmatic; decisive</p> <p>Compassionate and empathetic</p> <p>Business acumen</p> <p>Resilience; willing to see an idea through</p> <p>Hard working</p>
Desirable	<p>Knowledge of Human Givens approach</p> <p>Experience working in a strengths-based environment</p> <p>Knowledge of Psychologically Informed Environments</p> <p>Experience working in trauma-informed care</p>



