

Job Description, Kirklees Better Outcomes Partnership (“KBOP”), Service Manager

Role: Service Manager working to tackle the challenge of rising homelessness in West Yorkshire with a social enterprise.

Location: Huddersfield

Position: Permanent

Start Date: As soon as possible

Deadline: 1st November. Interviews to take place in early November.

Background

A unique and exciting opportunity to support the implementation and delivery of an innovative programme delivering floating support services to vulnerable people in West Yorkshire, helping reduce homelessness in the area. The programme will be working with 6,000 vulnerable people in Kirklees, helping them to secure accommodation and giving them the skills required to sustain these tenancies independently over time. Kirklees Better Outcomes Partnership (“KBOP”) is a social enterprise that has won the contract with Kirklees Council to oversee the delivery of this programme. <https://www.kirkleesbetteroutcomespartnership.org/>

The project is an outcomes contract where we will be paid for achieving positive social outcomes for our clients relating to accommodation, education, employment and improvements in wellbeing. This model allows flexibility in how the service is delivered with a focus on evolving the service delivery model over time to best achieve the target outcomes for the people we support. KBOP is in partnership with a group of 9 local charities and social enterprises (the Delivery Organisations) that have been delivering floating support services in Kirklees for over 15 years. These organisations have the front-line delivery expertise to provide support to people with a range of needs. These include; individuals who are homeless or at immediate risk of becoming homeless, individuals with mental health or substance misuse issues, victims of domestic violence, ex-offenders as well as other groups. The role of KBOP will be to drive continuous improvement across the service, set the strategy for the programme, and manage key stakeholder relationships, including with Kirklees Council, the service commissioner.

KBOP is financially backed by Bridges Fund Management, a social investor. Bridges has a mission to provide capital and support to help social sector organisations deliver outcomes contracts. They do this through their investments in Social Impact Bonds (SIBs) and have, to date, invested in over 30 SIBs across various sectors (<http://www.bridgesfundmanagement.com/for-investors/bridges-social-impact-bond-fund/>).

Role Outline and Description

Your Challenge (detailed view)

- Management of referral process
 - Line Manager recruited referral/compliance assessors and provide them with a framework for reviewing inappropriate referrals or unmatched cases
 - Carry out sample checks of cases reviewed by assessors to ensure that assessment is being accurately carried out

- Regularly review KBOP referral allocation process and where necessary make recommendations on how to increase robustness
- Provide regular updates to Project director on KBOP referral activity and outline any issues which might need intervention from the PD
- **Quality Assurance and Compliance Management:**
 - Introduction of a self-assessment regime to providers
 - Adopting techniques such as observations, unannounced spot checks and remote testing to test the effectiveness of service delivery.
 - Implement and maintain an ongoing KBOP Quality Improvement and Development Plan.
 - Support and build capacity of the provider network to manage contractual risks and deliver a compliant and quality service.
 - Review and update Operations Manual in conjunction with provider network.
 - Manage customer feedback process on behalf of KBOP.
- **Managing external relationships:**
 - Provide support to referral agencies and ensure that they understand the referral process and criteria working to reduce the risk of inappropriate referrals. Communicate regularly with management team of trusted referral agencies and highlight any persistent inappropriate referral patterns by front line staff which negatively impacts on inappropriate referral rate
 - Review cases referred back to KBOP central team from provider network as inappropriate and carry out role as adjudicator
 - Liaise with the system administrators and provide regular update on organisations that need to be registered and trained as trusted referrers.
 - Monitor self-referral/walk in process and make recommendations on how this could be made as robust and effective as possible
- **Other**
 - Monitor and where possible recommend enhancements which could be made to referral system to assist referral assessors in carrying out their role
 - Ongoing review of the referral form to ensure that all essential information is being captured to aid accurate allocation of cases.
 - Assist in the development of service provision to clients by tracking and highlighting cases where the referral process outlines gaps in service which need to be addressed

About you

You will have the following skills, knowledge and competencies:

Essential

- Desire to support a unique impact-led project
- Extensive experience and knowledge of support service provision in Kirklees
- Strong management experience with emphasis on leading triage teams
- Coaching/mentoring skills
- Good interpersonal skills and ability to build rapport with a range of stakeholders
- Problem-solving skills
- Good analytical skills
- A methodical and logical approach
- Accuracy and attention to detail

- Team working skills
- Written and verbal communication skills
- Adaptable and comfortable working in a fast-paced environment

Desirable

- Experience of working in a Local Authority context

Recruitment Details

The salary of the post holder expected to be within £32k-£36k will be negotiable based on their current arrangements, knowledge and experience.

Expressions of interest should be no more than 1 sides of A4, detailing how each candidate meets the requirements of the role description and the key competencies. Interviews are expected to take place early in November with the intention that the successful candidate will be able to commence their duties as quickly as possible.

Applicants to the role should send their CV to recruitment@kbop.org by 1st November 2019.