

JOB DESCRIPTION

Job Title:	Service Manager
Service / Department:	Freshstart – St Austell
Reports To:	Regional Manager – Supported Housing
Responsible For:	Service and Support Team
DBS Check:	Enhanced with Adult Barring List Check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Service Manager is responsible for the development and operational management of the supported housing service to ensure that our residents receive high-quality housing, support, and personal development opportunities tailored to their individual goals and aspirations.

They will also engage creatively with people who are or who have recently experienced homelessness to identify, and enable the growth of their strengths and talents as you work with them to develop the skills and resources to transform their lives and enable independent living.

Salvation Army Homes is commissioned Cornwall Housing to deliver STAR (Short-Term Accommodation and Resettlement) through the provision of 10 self-contained rooms in the main house and a further 8 self-contained purpose-built flats in the grounds. There is a shared communal lounge, laundry, gym and kitchen facilities in the main house.

The service is staffed 24/7 and employs 11 permanent staff as well as a relief bank.

Working in a way that embraces advantaged thinking and asset-based approaches, the role ensures compliance with commissioned contract requirements, internal standards, and relevant accreditations.

Key Relationships

Regional Manager – Supported Housing
Colleagues across departments and services
Local authorities, commissioners, and partner agencies
Community organisations and volunteers

Main duties and responsibilities:**Service Delivery**

Ensure all residents receive the best possible, person-centred service.

Lead a safe, secure, and empowering supported housing environment focused on outcomes such as independence, wellbeing, and personal development.

Proactively build and maintain effective partnerships with key agencies and stakeholders to enhance the service's profile and impact.

Represent the service at multi-agency meetings and community forums.

Ensure robust procedures for managing and preventing anti-social behaviour (ASB) and fostering community safety and cohesion.

Service Development

Work with the Bid Manager and fundraising teams to identify and secure external funding to support innovation and enrichment activities.

Drive continuous improvement in line with sector best practice, commissioner expectations, and relevant accreditation standards.

Maintain strong community links with other housing providers, third party agencies and private sector landlords.

Remain updated on policy, legislation, and practice relevant to supported housing and mental health where applicable.

Financial Management and Performance

Oversee service budgets, ensuring financial probity and alignment with Salvation Army Homes' financial procedures.

Maximise rent collection and minimise voids and arrears through effective tenancy management.

Monitor and report on service performance against KPIs, contracts, and strategic objectives in a timely and accurate manner.

Staff Management

Line manage and develop a skilled, motivated multi-disciplinary team operating a 24-hour rota.

Lead recruitment, induction, performance management, and training of team members.

Participate in the out-of-hours on-call management rota (paid) to ensure 24/7 operational coverage and emergency response.

Volunteers

Develop volunteer programmes and links with local educational providers for student placements.

Ensure effective recruitment, induction, and supervision of volunteers in line with service needs and safeguarding expectations.

General

Maintain awareness of legislation, policy, and entitlements affecting young people and adults in supported housing.

Undertake any other reasonable duties that support the delivery of the service and organisational mission.

General Expectations

Diversity – Promote and implement the organisation's Equality, Diversity & Inclusion policy in all activities and relationships.

Health & Safety – Ensure safe working practices and compliance with health and safety policies.

Safeguarding – Uphold a strong safeguarding culture for both children and vulnerable adults in line with regulatory frameworks.

Related activities:

To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

To fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION**Qualifications and Memberships:**

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

Chartered Institute of Housing or willingness to work towards Level 4 CIH Housing qualification or relevant professional qualifications in line with industry regulations

Aptitudes and Abilities:

- Excellent organisational and communication skills
- Calm and sensitive approach to crisis/emergency situations
- Proven leadership of multi-disciplinary teams
- Confident relationship-building with diverse stakeholders
- Proactive, adaptive, and solution-focused mindset

- Demonstrates emotional intelligence and resilience

Experience and Interests:

- Experience managing services supporting people and/or adults with complex needs, including mental health or homelessness
- Strong understanding of safeguarding and quality assurance frameworks
- Experience of team leadership and service coordination
- Knowledge of relevant supported housing legislation, policies, and practices
- Flexible working availability (including evenings/weekends)
- Willingness to obtain (or already hold) a Level 4 CIH Housing qualification or relevant professional qualification

Desirable

- Full UK Driving Licence and access to a vehicle
- Experience working in or managing supported housing setting.
- Knowledge of mental health, trauma-informed practice, or asset-based support models
- Additional qualifications or training in housing, mental health, or social care

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of a team, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?

Safe homes. Transforming lives.

