**The Bristol Homelessness Prevention Partnership – Project Manager**

**Specifics of the role**

**Salary Scale: £26,000 - £32,000 subject to current job evaluation process scheduled for completion in late Summer**

**Position:** Full time (flexible working)

**Leave:** 33 days per annum (inclusive of bank holidays)

**Conditions:** Enhanced Disclosure CRB required; all staff have responsibilities for the protection of children and young people and work to Caring in Bristol’s Policy for Protecting Children and Young People

**Responsible to:** Head of Operations

**Who we are**

Caring in Bristol’s vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we are passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

**Our values**

|  |  |  |
| --- | --- | --- |
| ***Collaboration***  We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact. | ***People first***  We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. | ***Focus on the end goal***  We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness. |

**About the Bristol Homelessness Prevention Partnership (BHPP)**

The Bristol Homelessness Prevention Project (BHPP) is a new joint project by homelessness charity, Caring in Bristol (CiB) and housing advice agency, CHAS Bristol (CHAS). Both organisations are proudly Bristolian and share a dedication to tackling the problems the city faces around homelessness. The BHPP brings together unique expertise from each and a wealth of combined experience working in the city.

At its simplest, the project aims to use new and dynamic ways to tackle homelessness in the city. BHPP will be informed by research, responsive to the needs of Bristol’s communities and residents. Through a combination of consultation, community outreach and 1-2-1 support the project aims to reach people early, before a potential housing crisis occurs.

We know there are significant barriers to people accessing help - people are still presenting as homeless without having sought advice. This is something that needs to be addressed urgently, as the financial strain caused by Covid-19 pandemic has pushed many who were ‘getting by’ into danger.

The BHPP plans to reach people where they already are in the community, surmounting the access barriers many face in accessing help. We plan to maximise our impact through new engagement channels, including the use of community ambassadors, engagement with employers and via social media channels. We intend to reach key regions and groups in the city who would not otherwise access support. Young people and economically deprived wards of Bristol are a particular priority.

**Main aims and objectives of the role:**

As the Project Manager, you will be instrumental in setting-up and leading this important new partnership, working closely with staff at both CiB and CHAS, and with partner organisations in the city.

You will lead project development, co-ordinating research, and co-production. You will manage project delivery, leading a small team to deliver outreach, youth work, housing advice and volunteering. You will also oversee project reporting and contribute to the strategic development of the BHPP.

Whilst employed by Caring in Bristol, you will supervise project staff at both CHAS and CiB, and will combine the skills, strengths and cultures of both organisations. The aim is to create and deliver a service/brand that is equally shared and supported.

As a new project in homelessness prevention, we have a unique opportunity to create and contribute evidence – both locally and nationally – about the impact of these interventions. The project manager will ensure effective monitoring and evaluation shapes the project and can demonstrate to the homelessness and advice sectors what ‘best practice’ looks like.

**Diversity**

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

**How to apply**

To apply, please submit a completed application form to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk) with the subject line: *Your Name* – *BHPP Project Manager*

What we’re looking for

* **An experienced manager:** you’ll be used to leading and getting the best out of people and blending skills together to create productive teams.
* **A natural communicator:** you’ll have a great ability to listen to people’s views – especially the communities and clients we serve – and be able to tailor your approach to create rapport and influence.
* **A dynamic self-starter:** you’ll have the confidence and motivation to create a project from scratch, designing it to achieve agreed aims.
* **A knowledgeable practitioner:** you’ll have good experience of the needs of vulnerable people and communities, and how to work with them for great outcomes.

**Key Responsibilities**

* Lead on the development, coordination and delivery of the prevention project.
* Lead a staff team, providing management, supervision and training. Initially the team will comprise two FTE (combined outreach and case work), growing to four FTE as the project develops.
* Develop effective collaborative networks and partnerships with key community organisations in Bristol, promote the broader work of CiB and CHAS, act as a representative of the charities.
* Work closely with the senior operational staff at both charities to develop a consistent approach and high-quality operational work that draws on combined expertise.
* Contribute to the senior staffing group at Caring in Bristol, providing support to the develop of our broader systems, processes and procedures, and to the strategic development of the charity.

**Project delivery and practice model:**

* Leading on project set-up – working to an initial blue-print and with colleagues and partners – including theory of change, monitoring and evaluation, impact reporting/systems, community development/outreach, volunteer recruitment/management/training, referral pathways and housing advice delivery.
* Managing, supervising and training a small team of outreach officers and case workers to ensure that we offer an outstanding and quality service to our beneficiaries.
* Participate in and manage the input of the project’s advisory board (known as The Thinking Space) and lived-experience co-production group.
* Monitor and manage the development of the project as it beds-in, develops and grows, adapting to ‘what works’ and the changing environment.

**Development and partnership working:**

* Help create effective collaborative networks with key communities in Bristol to ensure the project is ‘of’ the communities it serves, can be shaped by their needs and mutually delivered.
* Help create referral pathways with relevant statutory and commercial organisations that have ‘early warning’ of homelessness crisis.
* Contribute to sharing best practice with other organisations in the sector – especially other homelessness and advice organisations - and proactive in learning from others/other organisations;
* Championing the work of the prevention project in various settings and contributing to fundraising initiatives in order to secure the future sustainability of the project.

**Strategy and leadership:**

* Create an effective 3 year plan for the project;
* Report and liaise on the progress of project development to the Assistant Director (CiB) and director (CHAS) on a regular basis;
* Work with the Head of Partnerships and Impact to create a sustainable fundraising strategy for both projects;
* Work with the Assistant Director and Head of Development to seek opportunities for future development;
* Ensure monitoring, evaluation, reporting and consultation processes are in place and delivered to the Assistant Director, Head of Development and partner agencies, as appropriate, in a timely manner for all projects;
* Effectively embody the culture and values of the charity and to work to ensure that this is embedded across the organisation;

**Monitoring and evaluation:**

* Lead on evidencing, monitoring and evaluating the work of the prevention project, establishing a culture of learning through doing.
* Oversee external consultancy to deliver robust, independent evaluations that can be shared with funders and other external parties.

**Other Responsibilities:**

* Follow Caring in Bristol policies and procedures and observe our Code of Conduct;
* Actively participate in and attend supervisions, annual appraisal processes and identified training;
* Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

**Skills and experience**

We expect you to meet most of these criteria. However, we don’t expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

* At least two years of project leadership experience.
* Experience of line management.
* Experience of delivering successful projects and services on-time, within the scope and budget, and with impressive outcomes.
* Experience in all aspects of project planning, including managing budgets, reporting, monitoring, and evaluation.
* Experience of supporting vulnerable people to achieve beneficial outcomes.
* Experience of identifying and safely managing any safeguarding concerns.
* Skilled in facilitating, supporting, and boosting relationships, keen to network and maintain connections.
* Excellent interpersonal and communication skills – enjoys getting to know and collaborating with people and has empathy, patience, and good listening skills.
* Strong IT skills including the Microsoft Office suite, in particular Excel, and experience of using databases.
* Solid organisational skills including consistency, accuracy, and an eye for detail.
* Understanding of the homelessness sector and services in Bristol.

**Values and Behaviours**

* Personally committed to Caring in Bristol’s vision and values and collaboration-focussed
* method of work.
* Committed to reflection and learning, including sharing failures and uncertainties; openly taking feedback from the team and members of the community on your behaviour and work.
* Brings ideas for improvements and is open and honest in all communications where relevant and appropriate.
* Awareness of your own needs: the homelessness sector can be challenging – you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team, and we are keen to nurture an environment where no-one feels worried about asking for help or support when they need it.
* Resilience working under pressure, ability, and willingness to both give and take constructive feedback.
* Willingness to work the odd evening or weekend as needed, with a flexible working policy.
* Growing levels of self-awareness, including an understanding of how your background has shaped the opportunities afforded to you and how you relate to people from different backgrounds to you.
* Willing to develop emotional intelligence, including a growing ability to empathise with and appreciate others, creating opportunities for those you work with to grow.
* A passion for social justice and to change Bristol for the better.