

Dear Applicant

**“Safe Homes for Women” Project – Accommodation Development Manager Post
(Female*)**

(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Thank you for your interest in applying for the above post. In the attached application pack you will find:

- Some information and background about who we are and what we do
- A detailed job description and person specification for the available position
- Information about our recruitment process (Frequently Asked Questions)

Please take time to read through the information carefully. If the post interests you and you feel you have the right skills, experience, knowledge and attitude then we'd be delighted to hear from you.

Please download an application form from our website at www.ndnd.org.uk and return your completed application to us by **12pm on Wednesday 30 March 2022**. Applications should be sent electronically to meg.foxall@ndnd.org.uk.

We are planning to hold interviews for these posts on **Friday 8 April 2022**. As we often receive large numbers of applications, if you have not heard anything from us by this date then please presume you have not been shortlisted.

Good luck with your application and we look forward to hearing from you !

Yours sincerely



Sara Swire
Chief Executive

We believe that all women and girls have the right to reach their potential and to live their lives free from poverty and violence. We are passionate about what we do. We know it makes a difference.

Through our work we know that women and girls affected by poverty, trauma and abuse have the potential to transform their lives. We support them by providing a safe environment and high-quality gender-responsive and trauma-informed support.

New Dawn New Day has worked to promote women's wellbeing for over 30 years and delivers a range of services designed to meet the needs of women and girls, particularly those who have been impacted by trauma.

We are committed to...

- Improving women's health and wellbeing, particularly those who face severe and multiple disadvantage or who are victims and survivors of abuse and trauma
- Improving disadvantaged women's social and economic circumstances
- Enabling greater social inclusion for women with complex needs

We will do this by...

- Ensuring that women with complex needs have opportunities to enhance their health, wellbeing and personal development as well as their economic and social circumstances.
- Developing quality early intervention services that work with women who are at risk of violence, abuse, exploitation and involvement in the criminal justice system.
- Offering holistic, wraparound, gender-responsive support to meet the multiple needs of women.
- Ensuring our services are trauma-informed
- Influencing local and national policy and practice to create improvements in services for vulnerable women.
- Being a collaborative, enterprising, sufficiently resourced and sustainable organisation.

The following principles underpin our work...

- All women have the right to live their lives free from poverty, violence and oppression.
- Women affected by poverty, trauma and abuse have the potential to transform their lives through the provision of a safe environment and high quality, gender-responsive, trauma-informed support.
- Women have the right to expect accessible, appropriate and timely support to address their individual needs.
- Women have many needs and no one service can meet the needs of any one woman. We must therefore actively collaborate and work in partnership with other agencies to enable a co-ordinated package of support to be provided.
- Women using our services have the right to have their say in how these services are run and become involved in the development and delivery of these services.

Background to the Safe Homes for Women Project

Safe Homes for Women is a new project which aims to help women who experience severe and multiple disadvantage to secure suitable, safe and supported accommodation which meets their needs effectively.

New Dawn New Day works to improve the lives of women who present with complex needs which often will include experience of domestic abuse, mental health difficulties, sexual exploitation, trafficking, drug and alcohol dependency, removal of children into the social care system and/or a history of offending.

A key focus of New Dawn New Day's work is supporting women who are referred to us by Probation (either on release from prison or serving a community order) or by the Police under an "Out of Court Disposal". We work with over 250 women a year and of these 68% are either homeless or inadequately housed and 83% are victims of domestic abuse.

When women present with complex needs, it is often difficult to secure and maintain suitable accommodation due to the perceived risks associated with offending behaviour, mental health difficulties and drug/alcohol dependency. The Safe Homes for Women project is a new initiative which seeks to maximise suitable accommodation opportunities for women in Leicestershire.

We aim to achieve this by:

- Working with existing accommodation providers to support their capacity to work safely and confidently with women who present with complex needs. We will do this through offering training and consultancy in trauma-informed practice.
- Developing new supported accommodation opportunities through developing strategic partnerships and securing suitable properties to let to women.

Background to the post of Accommodation Development Manager

We have been awarded one year's funding from the Nationwide Foundation to support the creation of a new position within New Dawn New Day to lead on the development of suitable, supported accommodation for women who present with complex needs and multiple disadvantages. The Accommodation Development Manager will be managing the Safe Homes for Women Project by carrying out the following activities:

- Developing effective strategic partnerships with local authorities, criminal justice services, advice agencies and existing providers of emergency, temporary and longer-term accommodation to focus on increasing the provision of suitable and supported accommodation for women who offend as a result of their complex needs. This will involve making a compelling case for the

development of specialist women's provision and developing more effective referral pathways for women who are working with New Dawn New Day.

- Engaging providers interested in building their capacity to deliver accommodation to women with complex needs and co-ordinating the delivery of consultancy and training in trauma informed practice to support this. The consultancy and training will be delivered by New Dawn New Day senior staff.
- Research and development to explore the feasibility of New Dawn New Day becoming an accommodation provider. This will involve working with strategic partners including the local authorities, housing associations, probation services and other voluntary sector accommodation providers to determine the local landscape of provision, identify gaps, avoid duplication and gain strategic support for the project.
- Developing a model of service provision and building our organisational capacity to become an accommodation provider, including developing our understanding of housing law and other relevant regulatory frameworks.
- Negotiating and determining the level of revenue which can be generated locally through the provision of specialist supported accommodation.
- Completing a comprehensive business case to support the development of accommodation-based support as a new service for New Dawn New Day.
- Engaging strategic partners such as charitable funders, social investment companies, local property developers and private landlords to support the acquisition of letting properties.
- Property management, including the setting up of appropriate management systems for the provision of supported accommodation. This will include ensuring that New Dawn New Day is able to comply with all appropriate legal and health and safety measures in connection with the letting/sub-letting of properties and have appropriate systems in place for property management, including letting arrangements, rent collection, credit control and repairs and maintenance as required.
- Working with New Dawn New Day's Operations Manager to develop a new team of Support Practitioners to offer accommodation-based support.
- Involving women with lived experience in the co-production of the Safe Homes for Women Project. This is crucial to ensuring that we develop the right approach and meet women's needs effectively.

To support the successful delivery of this project we have also secured a package of consultancy support from Winner, the Preston Road Women's Centre based in Hull (www.purplehouse.co.uk) who have a successful track record of developing accommodation provision for women and have funding to support other women's organisations to set up their own accommodation service.



This post is initially funded by the Nationwide Foundation for 1 year.

Continuation of the position is dependent on the success in developing an income generating supported accommodation service. It is therefore offered on a permanent contract subject to continued funding.

JOB DESCRIPTION: Accommodation Development Manager (Female*)

(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Terms and Conditions

Responsible to	Chief Executive Officer
Salary	£ 33,782 pro-rata plus 6% workplace pension contribution
Hours	Flexible – we can offer a contract of between 30 and 37 hours pw (<i>please state in your application the number of hours you are interested in working</i>)
Location	This post is offered on a flexible “hybrid” basis, working from home with attendance at our Women’s Centre in central Leicester at least 1 day a week plus attendance at local and national meetings as required.

1 Project Management

- To develop and implement a project delivery plan for the Safe Homes for Women Project, working with the CEO in setting Key Performance Indicators (KPIs).
- To ensure that KPIs are achieved within agreed timescales.
- To identify, assess and respond to any risks to effective service delivery.
- To review and amend project delivery in response to presenting risk, threats and opportunities.
- To co-ordinate marketing activities designed to promote the Safe Homes for Women project.
- To manage all project related income and expenditure, ensuring that services are delivered within agreed budgets.
- To lead on quality assurance and service accreditation activities

2 Strategic Leadership and Partnership Development

- To develop a network of stakeholders and project partners to drive forward the development of the project.
- To engage and develop effective, mutually beneficial relationships with partner agencies, funders and supporters of New Dawn New Day.
- To meet with strategic partners and accommodation providers to promote uptake of training and consultancy in trauma-informed practice.
- To work with strategic partners and service commissioners to develop a more effective accommodation pathway for women with complex needs and multiple disadvantage including those in contact with the criminal justice system.
- To lead on the business plan for the long-term sustainable development of new accommodation opportunities.
- To lead on the development and delivery of new services and activities relating to

accommodation, identifying funding and partnership opportunities.

- To keep up to date with developments in the field including housing law, emerging good practice, evidence and innovation.

3 Property Acquisition and Management

- To engage property developers, housing providers, social investment companies and private landlords in the project with the aim of acquiring suitable properties to accommodate women on both an emergency short-term and longer-term basis.
- To act as property manager for acquisitions of leased and freehold properties, liaising with residents, landlords & investors.
- To ensure that we comply with all appropriate legal and health and safety measures in connection with the letting/sub-letting of properties.
- To set up systems for effective property management, including letting arrangements, rent collection, credit control, repairs and maintenance as required.
- To ensure that all agreements and transactions in connection with the development of the property portfolio, and the resulting tenancies arrangements, are ethical and legal by obtaining professional advice as appropriate.

4 Contract Management & Reporting

- To act as contract manager for all service delivery contracts connected to the Safe Homes for Women Project
- To collate performance data and complete reports as required by funders and project partners.
- To present regular reports as required to the CEO, NDND's Board of Trustees and funders.

5 Quality, Impact and Service Development

- To co-ordinate the ongoing collection and analysis of data relating to client need.
- To implement effective systems for the evaluation of services and the measuring of our impact.
- To lead on the implementation of quality standards and registration and regulation requirements
- To improve services in response to evaluation findings.
- To present information about services and evaluation findings to stakeholders.

6 Co-production and Service User Involvement

- To work with the NDND's Participation Manager to develop and implement a co-production and service user involvement plan ensuring that women are able to contribute to the ongoing development and delivery of the Safe Homes for Women Project.
- To work with women to enable them to influence the design and delivery of the service.

7 Other (Core Criteria for all Staff)

- To actively promote the new Dawn New Day's aims and objectives and to ensure that all contacts with external agencies and individuals accessing the project fully reflect the professional approach of the organisation.
- To attend events and activities to promote NDND's services for women.
- To strive towards achieving personal and organisational performance targets
- To work flexibly and as member of the team and to contribute to the smooth running of the organisation, including the sharing of relevant information and expertise.
- To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- To contribute to overall quality assurance procedures and improvement plans.
- To contribute to the development of services and support the development of the organisation's overall business plan.
- To work occasional additional hours as required.
- To complete any other duties and responsibilities as requested which are commensurate with this post.

Person Specification

Essential Skills, Knowledge, Abilities and Experience

We consider the following to be the **minimum** level of skills and experience required for this role:

- ☐ Significant experience of managing the provision of housing and/or accommodation-based support to vulnerable, excluded and disadvantaged people (minimum 2 years).
- ☐ Excellent knowledge of housing law and regulatory frameworks and standards associated with the provision of accommodation and accommodation-based support (eg Housing Benefit Exempt Regulations, Landlord and Tenant Act rights and duties etc)
- ☐ Excellent project management skills with the ability to deliver a project from initial planning stage to completion, including risk assessment and contingency planning.
- ☐ Experience of business planning and successful business development with a track record in securing resources to deliver projects and activities.
- ☐ Ability to carry out financial modelling to support the development of a realistic business plan.
- ☐ Experience of developing effective stakeholder relationships and strategic partnerships.
- ☐ Influencing skills, including the ability to develop a compelling and well-grounded case for change.
- ☐ Ability to engage women ensuring they are able to inform, influence and participate in the development and delivery of the project.
- ☐ Knowledge of the issues faced by women accessing New Dawn New Day's services and the impact of their experience of trauma.
- ☐ Ability to engage accommodation providers and property developers from all sectors with the aim of acquiring leasehold properties.
- ☐ Knowledge of the systems and structures required for the effective management of property letting, including legal and contractual arrangements, rent collection, credit control systems, health and safety and repairs and maintenance.
- ☐ Experience of managing income and expenditure in line with an agreed budget.
- ☐ Ability to collate performance data and complete reports as required by the CEO, NDND's Board of Trustees, project partners and funders.
- ☐ Ability to collect, interpret and use data to inform the development of the services so that there is a demand for the service and meets the needs of women most effectively.
- ☐ Ability to care for self, ask for support when needed and offer support to others within the team
- ☐ Ability to reflect and learn from experience.
- ☐ Excellent communication skills including the ability to write accurate, concise reports, case studies etc.

Essential Personal Qualities

The following personal qualities and attributes are considered essential for this role:

- ☐ A genuine passion for developing accommodation provision for women who have complex needs
- ☐ A strategic thinker, able to understand complexity whilst also being able to focus on detail.

- ☐ Enjoys being challenged and working with others to achieve change
- ☐ Compassionate and non-judgemental
- ☐ Committed to learning through continuing professional development and supervision
- ☐ Creative and solution focussed
- ☐ Committed to NDND's vision, mission, aims and objectives
- ☐ Committed to promoting equality and diversity
- ☐ Willingness to be flexible and do what's needed to "get the job done"
- ☐ Confidence in communicating with people from a wide range of backgrounds
- ☐ Empathy, compassion and humour
- ☐ Ability to deal with feedback and constructive criticism

Desirable Criteria

- ☐ Degree and/or qualification in a relevant field (eg Chartered Institute of Housing Qualification)
- ☐ Experience of achieving Housing Benefit Exempt status for supported accommodation
- ☐ Knowledge and experience of delivering services based on the principles of trauma informed practice
- ☐ Experience of leading on the achievement of an accredited quality standards framework.
- ☐ Knowledge of rights afforded through health and social care provision, housing and homeless law, family law etc in connection with the provision of housing and accommodation-based support.

Important Information for Candidates / FAQs

I'd like more information – is there anyone I can speak to ?

We usually have a large volume of requests for application packs and, as a busy organisation, we may not always have a member of staff available to speak to you in person. We hope the application pack will provide you with sufficient information to enable you to decide whether to apply for the position.

We therefore urge you to read the pack carefully before contacting us in person. If you have any outstanding queries then please contact us directly and we will do our best to deal with them.

You're a women's organisation – can only women apply for this post ?

Applications are welcome from all sections of the community from suitably qualified and experienced candidates. **We will always be clear when a post is available to women only** and this will be specified in the advertisements and application packs. We are only able to advertise a post exclusively to women when there are grounds for exemption under the Equality Act. All candidates will need to demonstrate that they are committed to women's empowerment and the aims and values of New Dawn New Day Ltd.

How do you decide on essential and desirable criteria for the post ?

Once a job role is agreed we set about determining what qualifications, experience, skills, knowledge and personal attributes are required to undertake the role. These criteria are then selected as "essential" or "desirable". Essential criteria are those skills, qualities, qualifications etc which we deem to be the **minimum** required in order to effectively perform the role. Desirable criteria are those attributes we would ideally like the candidate to possess.

How will you shortlist my application ?

We will select your application for shortlisting on the basis of your **ability to meet the criteria outlined in the person specification**. The shortlisting process will be carried out by the recruitment panel and applications are shortlisted through a scoring process.

I don't meet all of the essential criteria – will you still shortlist me ?

Unfortunately, **only candidates meeting the minimum essential criteria will be considered for the post**. It is worth going through the person specification in detail to ensure that you meet these requirements **before** submitting an application as this will save you considerable time and energy. We are very keen for candidates to think about their transferable skills and knowledge (ie skills and experience they have utilised in other roles) however these need to be appropriate and relevant.

If I meet all the essential criteria does this mean that I am guaranteed an interview ?

The ability to meet the essential criteria will **not** guarantee your application will be shortlisted. In cases where we have a large number of candidates meeting the minimum criteria, candidates will be selected on their ability to exceed the minimum requirement.

Should I fill out the application form electronically or on paper ?

All forms should be **submitted electronically**. We expect all staff to be able to use a computer, Microsoft Word and be able to send email. If you have access needs that require you to submit an application by an alternative method then please contact us to discuss this.

Should I send you my CV ?

We only accept information which is presented on the formal application form. Therefore we **do not** accept CVs.

Who should I put down as a referee on the application form ?

All posts are offered subject to us receiving 2 satisfactory references, **one of which must be your current or most recent employer**. Your previous employer will be asked to provide confirmation of your previous role. They will also be asked information about your performance in that role and to comment on your ability to fulfil the role you have applied for. They will also be asked about other issues such as attendance, punctuality etc. If you are unable to provide us with suitable and appropriate references **the offer of employment will be withdrawn**. If you are unable to provide a reference from a previous employer you will need to **explain your reasons for this at the earliest opportunity**.

I do not want my current employer to know that I am applying for this post – how will you go about getting a reference ?

References are usually only requested when an offer of employment is made. We will not contact either of your referees without your express permission.

We hope the above answers any questions you may have about the post. If you feel you would be a suitable candidate then please fill out the application. Good luck with your application - we very much look forward to hearing from you !