YMCA DERBYSHIRE

Head of Supported Housing Services

Be part of something that changes lives - including yours

YMCA DERBYSHIRE

Job Description

Key Details

Salary: £45,000 pro rata (£32,143 per annum)

Hours: 25 hours per week

Location: Campus 770 London Road, Derby

Driving licence & access to a car required

For an informal chat please contact: Kate Gillespie on 01332 579550

The Role In A Nutshell

As a member of YMCA Derbyshire's Senior Leadership Team, the Head of Supported Housing Services provides strategic and operational leadership across our supported housing services, ensuring high-quality, compliant and financially sustainable provision. The role is responsible for leading service delivery, driving continuous improvement, supporting growth, and ensuring services deliver positive outcomes for residents.

Working closely with the Director of Housing & Asset Development, the Head of Supported Housing Services will build influential partnerships, respond to sector changes, develop future service opportunities, and lead a high-performing team that reflects YMCA Derbyshire's values, mission and Advantaged Thinking approach.

What You'll Be Doing

You will take ownership of the full tenancy journey while keeping properties compliant and young people supported.

Strategic Leadership & Service Development

- Provide strategic and operational leadership across all supported housing services.
- Contribute to the development and delivery of organisational strategy alongside the Director of Housing & Asset Development and Senior Leadership Team.
- Lead the development of sustainable housing services that meet the needs of residents, commissioners, funders and stakeholders.
- Build and maintain strong relationships with local authorities, commissioners, health partners, funders, housing providers and voluntary sector organisations.
- Keep abreast of legislative, regulatory and sector developments, ensuring services remain compliant and responsive to change.
- Identify, develop and implement opportunities for service growth, diversification and geographical expansion.
- Support the identification and pursuit of new business opportunities, including grant funding, commissioning opportunities and competitive tender submissions.
- Project manage new business developments from inception through to successful implementation.
- Keep abreast of emerging best practice within housing and support services and drive service improvements accordingly.

Operational Leadership

- Provide leadership, support and direction to operational managers to ensure effective day-to-day delivery of supported housing services.
- Lead the design and development of supported housing pathways that promote independence, wellbeing and positive outcomes for residents.
- Develop, implement and review policies, procedures and operational frameworks to ensure effective governance, legal compliance and service continuity.
- Ensure services meet contractual requirements, statutory obligations and organisational standards.
- Guide the department through periods of change, managing change effectively and supporting staff through transition.
- Ensure residents' needs, views and experiences inform service delivery, improvement and development.
- Ensure effective delivery against organisational key performance indicators and service targets.
- Develop and implement action plans to address underperformance and improve outcomes where required.

Safeguarding, Quality & Compliance

- Ensure safeguarding remains at the forefront of service delivery and organisational culture.
- Ensure all staff receive safeguarding training appropriate to their role and are supported to fulfil their safeguarding responsibilities.
- Monitor and continuously improve safeguarding systems, processes and practice.
- Take overall responsibility for the quality of supported housing provision across the department.
- Lead and implement a department-wide continuous improvement programme that promotes innovation, learning and best practice.
- Ensure YMCA Derbyshire's Foyer services maintain Foyer Federation accreditation and demonstrate continuous improvement against accreditation standards.
- Contribute to organisational business continuity and emergency planning arrangements.
- Ensure all services operate in accordance with relevant legislation, regulatory requirements, contractual standards and organisational policies.

Financial Management & Efficiency

- Lead the effective management and oversight of departmental budgets.
- Work with the Director of Housing & Asset Development to develop, monitor and improve financial performance measures and indicators.
- Ensure financial resources are used effectively and efficiently, delivering value for money across services.
- Identify and implement efficiency improvements where appropriate.
- Maximise income opportunities and support the long-term sustainability of services.
- Monitor financial performance and take corrective action where required to ensure budget compliance.

People Leadership

- Establish workforce requirements and support operational managers to recruit, retain and develop high-performing teams.
- Ensure staff are appropriately trained, qualified and supported to perform their roles effectively.
- Foster a culture of continuous professional development, learning and accountability.
- Set clear expectations, delegate effectively and monitor performance against objectives and service targets.
- Lead, coach and develop managers to strengthen leadership capability across the department.
- Create an environment where staff are engaged, informed and encouraged to contribute ideas and feedback.
- Ensure staff understand organisational priorities, business plans and strategic objectives.

Health & Safety

- Work collaboratively with internal colleagues to ensure the housing portfolio meets all relevant health and safety requirements and standards.
- Ensure compliance with the Health and Safety Housing Hazard Rating System and other applicable legislation and guidance.
- Ensure appropriate risk assessments are completed, implemented, reviewed and monitored across all areas of operation.
- Promote a positive health and safety culture and ensure the department actively contributes to organisational health and safety objectives.

Communication & Representation

- Prepare and present clear, concise reports and recommendations for senior leaders, boards and committees.
- Represent YMCA Derbyshire at local, regional and national meetings, forums and sector networks.
- Develop and maintain effective relationships with external stakeholders, commissioners, funders and strategic partners.
- Ensure clear and effective communication across the department through regular team meetings and engagement activities.
- Encourage and promote upward feedback from staff to support continuous improvement.
- Ensure effective communication with residents and timely responses to their concerns, feedback and changing needs.

Culture & Values

- Champion YMCA Derbyshire's values, vision and mission in all aspects of service delivery.
- Lead by example, showing courage, accountability and constructive challenge to achieve the best outcomes for residents and the organisation.
- Promote and embed the Advantaged Thinking approach across all housing services.
- Support staff to understand and apply Advantaged Thinking principles in their day-to-day practice.
- Promote the benefits of YMCA Derbyshire's approach to residents, partners, commissioners and stakeholders.

What Success Looks Like

- Supported housing services consistently deliver safe, high-quality and person-centred support.
- Residents achieve positive outcomes and are supported to move successfully towards independence.

- Organisational, contractual and service performance targets are consistently achieved or exceeded.
- Services remain fully compliant with all legislative, regulatory, safeguarding and contractual requirements.
- Strong safeguarding practices are embedded throughout the department and staff are confident in fulfilling their responsibilities.
- The department operates within budget and demonstrates strong financial management, value for money and sustainable performance.
- Income opportunities are maximised and efficiency improvements are successfully delivered where required.
- Foyer Federation accreditation is maintained and continuous improvement is evidenced across housing services.
- New business opportunities, partnerships and funding streams contribute to the growth and sustainability of YMCA Derbyshire.
- Service development projects and business growth initiatives are successfully delivered on time and achieve intended outcomes.
- Managers are empowered, accountable and effective in leading their teams.
- Staff are engaged, well supported and committed to continuous learning and development.
- Organisational change is implemented successfully with minimal disruption to service delivery.
- Residents feel listened to and their feedback actively shapes service improvements.
- Positive and productive relationships are maintained with commissioners, funders, statutory agencies and strategic partners.
- YMCA Derbyshire is recognised as a trusted and influential provider within the housing, support and youth services sectors.
- The Advantaged Thinking approach is clearly embedded throughout service design, delivery and culture.
- The housing service makes a significant contribution to YMCA Derbyshire's strategic objectives, reputation and long-term sustainability.



Knowledge & Qualifications

Essential

- Educated to degree or postgraduate level in Housing or equivalent and qualified CIH member, or equivalent significant professional experience.
- Extensive experience in a senior position with a strong track-record in Housing or related discipline(s).

- Full driving licence and use of car.



Skills

- Demonstrable experience of policy development and implementation.
- Proficient in the use of MS Office/365 with the ability to produce clear reports and presentations.
- Extensive experience of partnership working and building positive working relationships in support of key objectives.
- Ability to engage and influence people at all levels in a straightforward, articulate and persuasive manner to engender confidence and respect; deal with complex issues and negotiate at all levels.
- Excellent written and verbal communication skills with the ability to produce reports, policies and presentations.
- Can prioritise and respond flexibly to changing demands and deal with changing priorities on a daily basis.
- Ability to present a compelling case for ideas and initiatives that will enhance operational performance via an appropriately chosen strategy.
- Strong leadership qualities and ability to manage and motivate staff to deliver excellent services.
- Ability to demonstrate a pragmatic and practical approach to the management of complex problems ensuring all risks are managed.



Experience

Essential

- Demonstrable experience of managing Safeguarding of Vulnerable Adults.
- Strong role model who demonstrates a personal commitment to high standards of public service; honesty and integrity; and professionalism.
- Ability to work professionally and courteously with a range of customers (internal & external) and can engage with key stakeholders to achieve improved service delivery.
- Team player with ability to monitor progress of work and make effective use of own and others' time.

- Organisational skills and ability to translate strategy into clear objectives, conveying clear expectations to enable the delivery of a professional accommodation and support service.
- Excellent judgement and demonstrable track record of senior management decision-making.
- Experience of driving forward major change initiatives, efficiency savings and service improvement development projects in line with key strategic objectives.
- Clear understanding of current best practice and policy as well as knowledge and practical application of housing legislation.
- A track record of working at a strategic level and contributing to the direction of the business.



Terms & Conditions

What You'll Get	The Formal Bits
• 37 days holiday pro rata (including Bank Holidays) • Pension auto-enrolment after 3 months • A role where your work genuinely changes lives • Supportive team and meaningful work every single day • People celebration event each year. (Celebrating our Peoples Achievements) • Recognition initiatives such as employee of the year and star of the quarter • Met Life EAP for you and online doctor for you and your family. • Life Assurance 2 times your annual salary • Christmas/ Easter and Quarterly Treats • Your Birthday off every year • Long Service rewards • Training and Development • Wellbeing initiatives • Subsidised Costco card	• 25 hours per week, including some evenings • Subject to two-year employment references, Enhanced DBS, and 3-month probation • Required to work within YMCA Derbyshire policies and procedures • Committed to equality, diversity, and inclusion in all we do

About YMCA Derbyshire (Why This Role Matters)

This is an exciting opportunity for you to join YMCA Derbyshire, a vibrant local charity that focuses on the following key areas of work:

- **Housing -** We provide over 200 bed spaces for individuals to support people to rebuild their lives we do this by creating a safe, stable environment where they can learn, grow and realise their potential, regardless of their past or present circumstances. Alongside this we provide affordable housing for young people.

- **Family and Youth Work -** We provide high-quality early years childcare and education services through our nurseries, before and after school clubs, holiday clubs and in schools education services. Family Support and Youth Work services are also available through our Community Hubs.

- **Support, Advice, Health, Wellbeing** – We offer a wide range of community services, including youth programmes, mental health support, horticultural activities, poverty relief through food provision, community pantries, and access to warm, welcoming spaces.

- **Training and Education -** Through YMCA Key College, we offer vocational training, work experience and employment pathways for young people who find mainstream education challenging. We also offer a range of bespoke employability programmes.

Everyone should have a fair chance to discover who they are and what they can become.

Our Vision
Enabling young people and communities to thrive — to fulfil dreams, belong, grow, and prosper.

Our Mission
To develop the whole person: body, mind, and spirit.

Our Values (1 Corinthians 13:4–7)
Protect | Trust | Hope | Persevere
Together, we create places where people flourish.

Equality and Diversity Statement

YMCA Derbyshire is committed to promoting equality and diversity in all aspects of its operations. We value and embrace individual differences and believe that everyone should be treated with respect and dignity. We welcome people from all backgrounds, irrespective of age, disability, gender, race, religion, sexual orientation, or any other characteristic.

Safeguarding Matters Here

Safeguarding is central to everything we do. We're looking for someone who shares that commitment and puts the wellbeing of young people first, always.

Ready to Apply?

If you want a housing role that's about more than properties — it's about people — we'd love to hear from you.

Apply online at www.ymcaderbyshire.org.uk