

**Alana House
Manager
Job Description**



Line manager: Head of Communities

Direct reports: Up to 3 team members

Diversity Commitment

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to female applicants.

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

For this post, we particularly encourage applications from those with personal or work experience in the criminal justice system.

The Role

Alana House is an innovative women's community project that uses a holistic approach to support women facing multiple disadvantages, including those at risk of offending. It provides a safe, women only space with the aim to empower and enable women to access the support they need, and improve the outcomes for them, their families and the wider community.

The Alana House Manager will be responsible for the operational delivery of Alana House services, including rehabilitation services for women, in Thames Valley (predominantly in Berkshire) and manages a small team of support workers to ensure smooth delivery of the Alana House service throughout Berkshire. The postholder will report directly to the Head of Communities and will be responsible for co-ordination and day-to-day management of the services, ensuring all aspects of the service are safe and delivered to the highest quality.

Alana House provides a holistic support for the women, based around the 9 Pathways to Reducing Offending, set out in the Corston report:

- Housing and homelessness
- Substance misuse and alcohol abuse
- Parenting, relationships and families
- Attitudes, thinking and behaviour
- Education, training and employment
- Budgeting and debt management
- Health including mental and physical wellbeing, and learning difficulties
- Domestic violence
- Sex Working

The role is offered on a job share basis with both job share partners supporting/leading on delivery of specific service areas and with formal line management responsibilities for specific team members. Services areas may change in line with changes in future funding. Both partners will work with all team members on a day-to-day basis as required and will be expected to provide cover for each other as needed.

Staff will have the opportunity to improve their skills through training made available to the Communities Team. Staff are expected to share learning gained through external training with colleagues via discussion and team meetings.

Key Tasks

O	To take a lead on day to day operational management of the Alana House service including the management of efficient funding reporting mechanisms and the ongoing review and development of policy and procedure
O	To contribute to setting budgets and working within budgets to ensure projects are run efficiently
O	To contract manage agreed funded work including identifying and mitigating against risks such as not meeting KPI's
O	To contribute to the setting of objectives for Alana House services. As part of the appraisal process cascade the objectives set by the Head of Communities to the Support Workers
O	To oversee the planning and promotion of appropriate activities tailored to meet the needs of service users which also delivers the targets set out in Alana House annual

	objectives and KPI's
O	To work as an integral part of the Alana House team, provide support for other members of the team including monthly case supervision for Support Workers
O	To ensure that appropriate levels of support, supervision, appropriate training and development opportunities and performance reviews are provided for individual staff members so that performance is monitored and managed effectively
O	To ensure all staff, volunteers and service users are safe; to ensure full risk assessments for all referrals and activities are carried out satisfactorily
O	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times
O	To work with a range of agencies and the Head of Communities to promote Alana House to women who are likely to benefit from the support. This will include forming and maintaining partnerships in new geographical delivery areas
O	To ensure new referrals are processed and allocated appropriately and in line with criteria of current funding streams
O	To ensure safe levels of staffing is in place and organise staff cover when needed to ensure continuity of services
O	To ensure team are maintaining appropriate and timely records, statistics and information, both quantitative and qualitative
O	To routinely collate quantitative and qualitative data for the purpose of monitoring outputs and outcomes. To ensure reports are produced in a timely manner
O	To consult with service users to ensure services are appropriate and needs led
O	To ensure all resources within the centre are well-maintained and fit for purpose, and utilised fully and effectively
O	To lead on regular team meetings
O	To network with external stakeholders to promote PACT's services and identify opportunities for joint working
O	To work with the Marketing team to ensure that services are marketed and promoted

	appropriately
<input type="radio"/>	To ensure that external stakeholders providing services operate in line with PACT's ethos, that standards and policies are adhered to, and monitoring information is gathered
<input type="radio"/>	To work closely with Head of Communities and fundraising as required to identify and contribute to funding opportunities
<input type="radio"/>	To work with the Head of Communities to ensure that the organisation's statutory duties are carried out and that all management decisions are well informed and implemented
<input type="radio"/>	To deputise for the Head of Communities as required
Other Duties	
<input type="radio"/>	To undertake any other duties deemed commensurate with this post as directed by the line manager
<input type="radio"/>	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work

Person specification

Essential Attributes	
<input type="radio"/>	Minimum of NVQ level 4 qualification in relevant area of work or equivalent experience/qualification
<input type="radio"/>	Strong people management skills, able to encourage, motivate, support and develop staff with proven experience in a management role
<input type="radio"/>	Proven experience of working within a service that supports vulnerable people (services aimed solely at women and within the criminal justice system an advantage)
<input type="radio"/>	Experience of motivating people to change and using motivational interviewing techniques
<input type="radio"/>	Experience of inter-agency and partnership working with ability to network, advocate,

	influence, problem solve, overcome barriers and apply solution focused approaches
<input type="radio"/>	Demonstrable commitments to: anti-oppressive practice, reducing the risk of offending and quality of service delivery
<input type="radio"/>	Ability to manage risk and safeguarding concerns appropriately
<input type="radio"/>	Ability to make thorough and balanced assessments of individuals and their situations
<input type="radio"/>	A sound understanding of the Criminal Justice system and familiarity with the Corston Report
<input type="radio"/>	Ability to maintain paper and database records
<input type="radio"/>	Experience of writing detailed reports and providing evidenced based recommendations and outcomes
<input type="radio"/>	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom
<input type="radio"/>	Experience of planning and coordinating work including developing programmes in response to need; both proactively and reactively
<input type="radio"/>	Able to manage a complex workload from an office and remote environment, is organised and can plan and prioritise efficiently; managing conflicting priorities and maintaining regular communication with the team
<input type="radio"/>	A good understanding of, and ability to work within, the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
<input type="radio"/>	Good interpersonal skills with the ability to listen and communicate effectively. Fluent in written and spoken English
<input type="radio"/>	To be prepared to work off-site across various sites in Thames Valley (predominantly Berkshire) working with multi-disciplinary teams and key stakeholders
Desirable attributes	
<input type="radio"/>	Social Work Qualification or relevant qualification or experience
<input type="radio"/>	Experience of support work housing, resettlement, benefits, parenting or domestic abuse

	fields
<input type="checkbox"/>	Understanding of the principles of data protection / GDPR
<input type="checkbox"/>	Knowledge of child development and crèche requirements
<input type="checkbox"/>	First Aid training and Food hygiene/handling certificate if you are involved in the Alana House Community Café (Training can be provided)
<input type="checkbox"/>	Knowledge of child development and crèche requirements
<input type="checkbox"/>	An appreciation of the potential advantages and challenges of a job share arrangement an advantage
<input type="checkbox"/>	Use of vehicle and qualified current UK licensed driver if providing outreach across Thames Valley

PACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. This post is subject to an Enhanced DBS check, and/or where applicable, overseas checks. Having a criminal record will not necessarily prevent individuals from working with us. An open and balanced discussion will take place about any offences or other matters that might be considered relevant to the role.