



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Emergency Accommodation Manager - Wigan

**Salary:** £33,250 per annum

**Status:** Substantive Hours: 37.5 hours per week across 5 days including one weekend every 4 weeks on a rota basis

**Holidays:** 32 Days inclusive of bank holiday entitlement

**Based at:** Wigan WN3

**Responsible to:** Head of Housing

**Accountable to:** Queen's Hall Action on Poverty Trustees

**Closing Date:** 10<sup>th</sup> August 2025

**Interviews:** Week commencing 18<sup>th</sup> August 2025

**Start Date:** October 2025

**To Apply:** Please enclose your CV along with a covering letter to explain why you feel you are perfect for this role.

Please upload your documents here [Vacancy](#)

Please do not register at the above link until you are ready to add your documents, once registered, you cannot amend your application or add any documents.

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible.

### **Job Summary:**

The Brick is a growing Charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION for people experiencing homelessness and poverty by offering a personal led support plan, unique to every person because every individual is at the heart of their own transition.

This role exists to lead and manage a high-support accommodation service (14-20 beds) for people facing multiple and complex disadvantages, including experiences of mental health challenges, substance use, and dual diagnosis. The postholder will ensure that the service operates as a safe, empowering, and trauma-informed environment that promotes recovery, stability, and personal growth.

You will manage a team of Night Managers, Independent Living Mentors and Security on one site operating 24/7 365 days a year.

With a strong emphasis on trauma-informed care, the Emergency Housing Manager will be responsible for upholding the highest standards of practice in line with organisational values, safeguarding protocols, and contractual obligations. Central to the role is ensuring that each resident receives personalised, holistic support that reflects their individual needs, aspirations, and strengths. The postholder will work collaboratively with colleagues across The Brick, external partners, and local agencies to co-design and deliver a rich programme of on-site activities and specialist interventions. These will be responsive, inclusive, and tailored to the needs of the resident group, fostering engagement, improving wellbeing, and supporting men and women along their recovery journeys. The role requires a psychologically informed approach with a strong focus on harm minimisation, health interventions, and enabling sustainable outcomes through partnership working and the active involvement of the people we work alongside.

### **Areas of Responsibility.**

- Ensure services meet the agreed specification and reflect the needs and priorities of local commissioners.
- Oversee referral and move-on processes to ensure smooth transitions into and out of the service. Ensure consistent, high-quality, trauma-informed support for residents, based on thorough, ongoing assessments of needs, risks (including safeguarding), and personal strengths.
- Lead and guide the team's day-to-day work to ensure each resident has a tailored support plan, with regular keywork, reviews, and access to individual and group interventions.
- Promote continuous improvement and foster an environment where people are supported to achieve sustainable, positive outcomes.
- Manage referrals in line with service criteria, ensuring processes are fair, timely, and transparent.
- Work with partners to minimise empty beds and avoid delays for incoming residents.
- Ensure everyone is prepared and supported to move on to appropriate longer-term housing, including supported housing, social housing, or private rentals.
- Ensure all support is trauma-informed, recovery-focused, and personalised, using up-to-date assessments, care planning, and joint working.
- Complete all required monitoring and reporting accurately and on time for internal, statutory, and commissioner purposes.
- Attend relevant meetings and provide required data to contribute to service reviews and performance monitoring.
- Promote and embed resident feedback and participation to shape service development and delivery.
- Use insights from lived experiences to improve support and inform practice.
- Build strong partnerships with health, substance use, and mental health services to improve access for residents, including organising on-site clinics and joint interventions.
- Represent the service at forums and meetings, ensuring collaboration with housing providers, local authority teams, and other community services.
- Work with other Brick services and management colleagues to ensure joined-up delivery, consistent standards, and shared best practice across sites.

- Provide clear leadership to the team, setting expectations and promoting high-quality, person-centred work.
- Identify staff development needs and ensure access to training, coaching, and supervision.
- Ensure the building is well maintained, safe, and welcoming, with efficient housing management processes that minimise HB arrears and voids.
- Liaise with housing partners to ensure compliance with agreements and resolve issues effectively.
- Develop a wide range of meaningful activities and group sessions that support recovery, harm reduction, life skills, education, and community integration.
- Encourage and support staff to help residents engage with opportunities both within the service and the wider community.
- Lead on recruitment, induction, and probation processes, ensuring timely and fair practice. Support staff performance and development through regular supervision, appraisals, and performance management.
- Manage team attendance, annual leave, and sickness in line with organisational procedures.
- Foster a positive team culture, manage conflict constructively, and support staff wellbeing and morale.
- Ensure all team financial practices comply with policy and deliver value for money.
- Support budget planning and monitoring, identifying savings or efficiencies where needed.
- Oversee risk assessments for all residents, ensuring co-production and effective risk management plans that protect residents, staff, and visitors.
- Promote a culture of shared responsibility for risk and ensure all staff are trained and supported in managing risk appropriately.
- Ensure compliance with business continuity plans and that all team members are familiar with emergency procedures.
- Safeguard vulnerable adults by embedding a safeguarding culture and ensuring all staff understand their responsibilities and procedures.
- Ensure the service complies with all health and safety legislation, policies, and procedures.
- Monitor safety within all service sites and ensure staff complete required training and take responsibility for maintaining safe environments.
- Ensure compliance with data protection legislation and internal procedures to keep personal and confidential information secure.
- Promote a culture of high data quality, ensuring staff understand and meet organisational standards for accurate, timely, and relevant record-keeping.

## **QUALIFICATIONS AND SKILLS**

Suitable candidate should have:

- Proven experience delivering recovery-focused, person-centred support to people with complex needs, including mental health, substance use, through both structured casework and group interventions.
- Strong understanding of trauma-informed and gender-informed approaches, and how to apply these in residential settings.
- In-depth knowledge of issues affecting people facing multiple disadvantage, including domestic violence, health, self-harm, and co-occurring conditions.
- Familiarity with the criminal justice system and working with men and women with offending histories (desirable).

- Experience working collaboratively with substance misuse services, particularly supporting people who are pre-contemplative or ambivalent about treatment.
- Knowledge of tenancy management and housing-related support in services with varied tenure types.
- Proven ability to lead and motivate staff, manage performance, provide effective supervision, and develop a positive, high-performing team culture.
- Skilled in, service planning, evaluation, and managing change to ensure delivery remains responsive and outcomes focused.
- Confident in managing complex and high-risk situations using a psychologically informed, trauma-sensitive approach to achieve safe and positive resolutions.
- Ability to carry out and apply person and property risk assessments in residential settings.
- Strong stakeholder engagement and partnership-building skills, with the ability to represent the service effectively.
- Competent in using IT systems and software packages, managing budgets, writing reports, and analysing service data.
- Willingness and ability to work outside standard office hours on a rota, including being part of The Brick's out of hours On Call service.

### **Diversity**

Understand and adhere to the Brick's Equality and Diversity Policy. To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Be willing to undertake work during out of hours, including weekends and evenings when necessary.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

### **General**

The post holder will be expected to:

- Operate all financial procedures in line with Queen's Hall Action on Poverty.
- Ensure that the Electronic Database Case Management System is always up to date.
- Perform any other duties consistent with the broad objectives of the post.
- Participate in individual performance review and respond to agreed objectives.
- To provide case management and managerial supervision.
- Attend and be an active participant in team meetings, team training and other internal meetings etc.
- Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.
- Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.
- Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations, and guidelines.
- Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies.

- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty
- To always deliver the service in line with and adhere to the Policies and Procedures
- To undertake other duties when required to aid in the smooth running of the Project.
- To promote good communication within The Brick and the Charity as a whole.
- To ensure good time management

Good Practice Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train, and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection. policies. The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce. We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds.