

October 2024

Vacancy



The Whiteley
Homes Trust

Head of Housing & Support

40 hours per week

50-55K per annum depending on experience/qualifications



Can you embrace our core values -
respect, integrity, ambition & involvement?

If so, we would like to hear from you!

We are a charity that manages Whiteley Village retirement community, founded over a hundred years ago in Walton on Thames, Surrey, and the Village located in 225 acres of beautiful grounds and is a very special place to live and work.

About the role: The Head of Housing and Community Support will lead on the Trust's strategic aims and operational delivery of our Housing, Support and Extra Care functions. With their strong background in housing management they will lead a small team of staff, to deliver an efficient, professional and cost-effective housing service, leading to high levels of customer satisfaction and ensuring a caring attitude for the support needs of the residents at all times, whilst meeting the regulatory requirements of the Regulator for Social Housing, the Care Quality Commission and uphold the standards set by the Almshouse Association.

The role will have line management responsibility for the Housing Officer and the Registered Manager for the extra care facility Huntley House. The Head of Housing & Support will have a close working relationship with the Community Coordinator and Volunteer Services Coordinator. They will also be required to be registered as the nominated individual with the Care Quality Commission.

About you:

Essential:

- Minimum of 5 years supported housing experience
- Sound knowledge of social housing legislation and practices
- Good knowledge of housing benefit/universal credit regulations relating to supported housing and benefits system and regulations, and supported living
- Qualification from the Chartered Institute of Housing (CIH) /ideally Level 5 Diploma (willingness to undertake level 5 will be considered)
- Experience of working in partnership arrangements with local authorities, health authorities and care providers
- Experience of leadership and people/performance/conflict management
- Experience of community engagement, resident satisfaction measures, and change management in communities
- An ability to demonstrate an understanding of issues associated with individuals who may have complex care and support needs
- Ability & willingness to learn quickly

Preferrable, but not essential:

- Understanding of the Almshouses Association and how they differ to housing associations (Registered Providers)
- Experience of managing extra care

- Knowledge of the CQC regulatory framework for extra care

What we offer: 34 days annual leave (including Bank holidays), excellent working environment, great learning & development opportunities, life assurance, pension, employee assistance programme, Blue Light Card and free parking.

We are committed to equal employment opportunity regardless of race, religion or belief, ethnic or national origin, disability, age, marital or civil partnership status, pregnancy or maternity, sex, sexual orientation or gender identity or gender reassignment.

The Whiteley Homes Trust is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

An enhanced DBS check and the right to work in the UK will be required.

If you require any adjustments for the application process or interview stage, please contact us and we will be happy to discuss this with you.

We review applications as they are received, so early submissions are highly encouraged. We reserve the right to close this advert once sufficient applications have been screened and progressed.

To apply send your CV to jobs@whiteleyvillage.org.uk

Alternatively, call Sue on 01932 825804