

## SOPHIA HOUSING ASSOCIATION

### JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title</b>	Project Manager, Donabate
<b>Location</b>	Sophia Housing, Portrane Road, Donabate, Co Dublin
<b>About Sophia</b>	<p>Sophia is a national organisation that has been supporting people as they emerge from homelessness since 1997.</p> <p>Sophia is a niche service provider for two reasons; Firstly, it sees the provision of home of one's own as the primary response to homelessness and the intervention that Sophia is exclusively focused on. Secondly as an Approved Housing Body, its core mission is to provide homes for individuals, couples and families who not only need a home but also present with other support needs.</p> <p>Sophia recognises that homelessness can have a traumatic impact on people and that services need to be designed and delivered in a trauma informed way.</p>
<b>Reporting to</b>	Head of Services
<b>Contract</b>	Permanent
<b>Benefits</b>	<p>Sophia offers the following additional benefits to employees:</p> <ul style="list-style-type: none"> <li>• 25 Annual Leave Days (39 hour week)</li> <li>• Additional Long Service annual leave</li> <li>• 5% Employer pension contribution</li> <li>• Further education and training support</li> <li>• Employee assistance Programme</li> <li>• Flexible working arrangements</li> </ul>
<b>Hours</b>	39 hours per week (Monday to Friday)
<b>Job Purpose</b>	To provide management and leadership in providing housing and support to Sophia residents
<b>Areas of Duties and Responsibilities</b>	Services, Human Resources, Health and Safety, Finance, Project Development
<b>Key Responsibilities</b>	<p><b>Services</b></p> <ul style="list-style-type: none"> <li>• To commit to the objectives and ethos of Sophia</li> <li>• To establish and maintain a system of communication with the Service Manager including the provision of agreed reports</li> <li>• To develop and implement the standards within support services in a manner that reflects the policy and procedure of Sophia</li> <li>• Efficient and effective property management of accommodation including rents, tenure, furnishing, budgets, etc., where appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• To oversee the assessment and interview process for applicants to the Project and additional properties in collaboration with other Services as required.</li> <li>• To provide an on call service nationally along with the other managers within Sophia. (Additional benefits apply for this)</li> </ul> <p><b>In Residential Projects and Outreach services:</b></p> <ul style="list-style-type: none"> <li>• The arrival and admission of new residents</li> <li>• Manage issues regarding the welfare of residents as appropriate</li> <li>• The departure of Residents from the Project</li> <li>• The referral and interviewing of new residents</li> <li>• The on-going support to residents</li> <li>• Assessment of individual and family needs, including childcare issues</li> <li>• To work in a holistic way with family members and single persons as appropriate to meet their housing management and personal needs.</li> <li>• To be responsible for key-working a number of families/single people when necessary for the operation of the Project.</li> <li>• To ensure that Service User disputes and grievances are dealt appropriately within the Project and Local Community</li> <li>• Manage the set up and maintenance of professional records.</li> <li>• To manage the referrals, admissions and discharges in your Project and additional Sophia properties</li> <li>• To provide direction and leadership in the development of appropriate links to, and securing support from, relevant professionals and services; e.g. Health Services Executive and Local Housing Authorities etc.</li> <li>• To actively promote Service User involvement within the Projects and Local Communities.</li> </ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• To manage the recruitment, induction and on-going training, support and direction of Employees, Volunteers, Students and Trainees of Sophia.</li> <li>• To assign work as appropriate</li> <li>• To be responsible for the development of the Team by</li> </ul> <ul style="list-style-type: none"> <li>✓ Ensuring that regular Team Meetings are held</li> <li>✓ Promoting positive working relationships within the Team</li> <li>✓ Identifying the training needs of individuals and the Team.</li> <li>✓ Providing support to Team Members in their work.</li> </ul> <ul style="list-style-type: none"> <li>• To provide monthly professional supervision to Project Workers.</li> </ul>
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- To ensure that all employees, volunteers and students receive regular supervision and keeping a professional record of this.

#### **Finances**

- To manage the annual budget for the Project and additional Sophia properties, based on the information provided by the Finance Department.
- To manage the Service Level Agreements for the Project and to ensure the return of data and information agreed with funders.
- To actively source and make grant applications to fund the services and costs of the service in your region. To provide information to funders on expenditure of grants.
- To promote networking with appropriate voluntary and statutory agencies.

#### **Health and Safety**

- To ensure that necessary fire, health and safety policies and procedures are in place and adhered to
- To ensure appropriate procedures are in place for responding to emergencies within the Project and additional properties.

#### **Development**

- To attend other agency meetings as appropriate and to work effectively with relevant personnel within Sophia.
- To contribute to policy development and review within the agency.
- To work on the development of services provided by Sophia in your region.
- To work proactively to develop and implement strategies and actions which ensure that the Project and additional properties are fully occupied
- To work closely with local State Bodies (including Local Authorities and HSE) to fulfil our obligations in alignment with and to compliment the development and national and area plans, and strategies and objectives of the Council and the Department of Environment, Community and Local Government.
- To work closely with Health Service Executive and the new Children and Families Agency to fulfil our obligations in alignment with and to compliment the development and national and area plans, and strategies and objectives of the Council and the Departments of Health, Children and Youth Affairs.
- To undertake other work that may be assigned to you from time to time.

**Person Specification**

**Experience**

- 2 years' experience in a management role in housing and homeless sector or similar

**Qualification**

- Degree in Social Care or related discipline

**Values**

- A strong and flexible work ethic
- Ability to provide evidence of personal alignment to Sophia's values
- Warm, engaging, compassionate with an empathy and an acute awareness for the trauma that residents have experienced due to homelessness
- Commitment to the values and principles of Housing First and Trauma Informed Care

**Skills**

- Proficient IT skills and knowledge of databases
- Strong ability to work on own initiative
- Excellent interpersonal communication skills both written and verbal
- Excellent report writing and record keeping skills

**Other**

- A full clean driving licence

**Application Process:**

Please forward a Cover Letter and CV to

**Recruitment@sophia.ie**

The closing date for receipt of applications is

**Monday, 4<sup>th</sup> November 2024**