

**YMCA LINCOLNSHIRE**

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# Head of Tackling Homelessness Recruitment Pack

**YMCA**

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Here for young people  
Here for communities  
Here for you



## A Message From Our CEO

Thank you for taking the time to explore the opportunity to join our Team at YMCA Lincolnshire. Tackling homelessness is a core part of our purpose.

We currently provide 177 supported and emergency accommodation units across the City of Lincoln, supporting 400 individuals at risk of homelessness each year. Across our provision that comprises the Nomad Centre which is our emergency shelter, the Hostel, and outreach properties, our residents have access to 24/7 wrap-around support that guides them on their journey to independence and a brighter future.

Our mission as a service is to break the cycle of homelessness through the provision of safe spaces, stability through services that support each individual's journey of recovery and growth, and programmes that focus on future long-term prospects for individuals.

### Welcome to YMCA Lincolnshire

YMCA Lincolnshire has operated in our county for over 155 years, providing support to vulnerable and at risk young people and adults. We are proud to be a local charity, where every penny raised goes back into delivering meaningful services to people across Lincolnshire,

Whilst rooted in our locality, we understand how important it is to be a member of the YMCA England and Wales Federation and linked to the wider worldwide YMCA family, the world's oldest youth movement. We recognise the Christian foundations upon which the YMCA was founded back in 1844, particularly encouraging people to Belong, Contribute and Thrive, and ensure we interpret those values in a modern, contemporary context.

Our charity is committed to fostering a truly equal and inclusive environment where everyone is welcomed, valued, and supported to reach their full potential. We actively challenge discrimination and social injustice, embracing diversity because it strengthens our organisation and the communities we serve.

If you are interested in this role, and believe you have the experience, skills and values we are looking for, we very much look forward to hearing from you.

**Chris Kirkwood**  
Chief Executive  
YMCA Lincolnshire



## Our Purpose

“To ensure that people and communities across the county have the opportunity to belong, contribute and thrive so that they feel safe valued and fulfilled.”

## Our Values

### Compassionate

Committed to empathy, high-quality listening and understanding of those that we work alongside.

Person-centred services built upon solid foundations of trust, respect, and open and effective communication.

Compassion will be evidenced in what we do, what we say and how we say it.



### Brave

Open to new and innovative ideas, and having the courage to explore them.

Courage to speak up and speak out, particularly against injustice and inequity.

Not being afraid to challenge the way we have always done things, in order to be the best we can be.



### Collaborative

We will bring together individual expertise, experience and resources to identify and deliver great work with those most in need.

Continually identifying opportunities for meaningful partnerships to increase the impact, reach and longevity of our work.

Great results come from working together and not just in our own 'box'.



### Supportive

An environment of safety and security where people experience genuine human connection, care and support that helps them thrive emotionally, socially and mentally.

Encourage and support people to achieve their goals and aspirations.

Having systems in place to support the work we do - to help people to achieve their best version of themselves.



## Our Principles

Rooted in, and acknowledging our Christian foundations, our five principles guide us in fulfilling our purpose while fostering a people-centred culture that values, supports, and recognises the dedication of all employees and volunteers.

Principle 1: We are one team delivering a shared purpose.

Principle 2: All people are valued and their contributions are recognised.

Principle 3: We are inclusive; recognising and celebrating the positive benefits that diversity and difference brings.

Principle 4: We encourage openness and transparency at every level.

Principle 5: We support, enable and promote the health, safety and wellbeing of all; balancing the demands of the working environment and an individual's personal life.

# ROLE DESCRIPTION

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|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b> | Head of Tackling Homelessness                                                                                                                                                                                                                                                                                                      |
| <b>Salary</b>    | £50,000 - £55,000                                                                                                                                                                                                                                                                                                                  |
| <b>Hours</b>     | 37.5 hours per week (we may be able to offer flexibility on working patterns for the right candidate)                                                                                                                                                                                                                              |
| <b>Location</b>  | The Showroom, Tritton Road, Lincoln, LN6 7QY, with some travel to other YMCA Lincolnshire sites                                                                                                                                                                                                                                    |
| <b>Benefits</b>  | 30 days plus Bank Holidays - after 1 year's complete service a discretionary additional day may be accrued each year up to a maximum entitlement of 35 days, Workplace Pension through People's Pension, subsidised Health Care Plan, free parking at main site, YMCA Lincolnshire Specific Discounts (listed at end of document). |

## Role Purpose

This role will take the operational lead in delivering YMCA Lincolnshire's Tackling Homelessness Service across all areas of accommodation and wrap around support. This could be particularly suitable for someone with experience of Management in Supported Housing services looking to take the next step in their career or someone looking to expand their existing Housing Leadership responsibility.

## Duties and Responsibilities

### Senior Leadership Resonsibilities

- To form a dynamic and effective Senior Leadership Team.
- Provide strong, compassionate and values driven leadership to the services and teams within the role portfolio.
- Contribute to organisational and service strategic visioning.
- Work in close consultation with the Executive Team and contribute in establishing relationships with Trustees to ensure that the key service and impact issues confronting the organisation are fully understood.
- To contribute to the effective leadership of safeguarding across the portfolio of services supporting the Designated Safeguarding lead (Director of Services and Impact).
- Work with the Director of Services and Impact in setting and delivering tactical service plans linked to organisational strategies.
- Contribute to the development and agreement of proposals for service growth and development of services to the board.
- Contribute to the production of Organisation business plans and strategies
- Contribute papers to and attend relevant Committee meetings.
- Contribute to relevant internal Project Management teams for service/capital projects alongside the Executive Team.

- Contribute to the development of strong policies and procedures across the organisation that underpin the delivery of our services, ensuring that all other leadership and teams adhere to them.
- Support the Director of Services and Impact on opportunities for growth, service development and collaboration/partnership opportunities.

## Operational Leadership

- Lead operational delivery of the organisation's Tackling Homelessness service.
- Ensure all elements of service are delivered to an exceptional standard.
- Lead on the recruitment, selection and retention of a motivated staff team within the service.
- Be a part of the 'on-call' rota
- Ensure positive outcomes for residents are at the heart of all service delivery.
- Ensure residents are regularly consulted on the effectiveness of the services affecting them.
- Maximise opportunities for collaborative working across YMCA Lincolnshire services.
- Ensure clear and transparent communication to all staff on strategic direction, exchange of ideas, development of activities and projects.
- Support the Director of Services and Impact and Head of Income Generation to identify and ensure that services are sufficiently and sustainably resourced.
- Develop tactical plans to deliver service and organisation strategy.
- Contribute to the development of capital growth plans.
- Advise the Director of Services and Impact on changes to legislation that could affect delivery of service and adapt plans accordingly.
- Contribute to the financial planning of the service.
- Support management of service budget.
- Ensure that all services operate with relevant policies and legislation.

## Impact

- Support the Director of Services and Impact to collate, analyse and articulate the impact of the service.
- Use Impact Intelligence to effectively develop service delivery.
- Ensure all services are delivered with a values and outcome focused approach that maximises impact.
- Champion an outcomes approach across all areas of homelessness service ensuring all members of the team understand the importance of gathering outcome data and effectively demonstrating impact.

## Culture

- Ensure positive workplace culture is embedded throughout the service.
- Lead on embedding our staff charter agreement with teams.
- Lead on a positive and regular communication with Managers including regular 1-1 supervisions, and values based Appraisals/Performance Development processes.

- Contribute to development of (alongside CEO and Executive Leadership) innovative approaches to continuous improvement of organisational culture and its implementation across the charity.
- Role model charity values in day-to-day practise and leadership, embedding a values led inclusive culture across the service.

## Internal and External Relationships

### Internal

- To manage, direct and inspire the work and performance of your direct line reports including regular supervision meetings and annual appraisals.
- Provide pastoral support to line management if needed.
- Ensure strong, transparent communications at all times.
- Attend and contribute to Senior Leadership team meetings
- Ensure strong professional relationships are developed and maintained with the Executive Team, Board of Trustees and Management Team.

### External

- Ensure strong relationships are developed and maintained with key external partners including:
  - Local Authorities
  - Other homelessness services
  - Funders
- Other local charities with whom the Charity collaborates as necessary
- YMCA England and Wales and other local YMCA organisations as necessary

**This is not an exhaustive list of duties and the post holder may be required to undertake other reasonable duties commensurate with the post, to meet the needs of the organisation.**

## Additional Information

You will be required in the course of your duties to attend evening meetings and occasionally, may also be required to work weekends depending on the operational needs of the business.

The post holder must assume responsibility for their own professional and personal development to ensure that they develop and maintain continuing competence to deliver the organisation's objectives.

A Criminal Background check is required for this post

Employees of YMCA Lincolnshire are required to work within the remit of all organisational policies and procedures and any relevant legislation.

## General Responsibilities of all Staff:

### Safeguarding

YMCA Lincolnshire is committed to the principles and practices of safeguarding. We believe safeguarding has paramount importance, and everyone in the Association shares an objective to help keep young people and vulnerable adults safe. Each staff member is required to take personal responsibility for ensuring the safeguarding of others and maintaining own knowledge and understanding through continued familiarity with YMCA Lincolnshire policies and guidance, promoting safe practice and reporting any concerns

### Equality & Diversity

YMCA Lincolnshire is committed to developing and embedding AJEDI (Anti-Racism, Justice, Equality, Diversity and Inclusion) practice throughout the organisation. We recognise the importance of this, and that positive AJEDI practice will become integral to all our work.

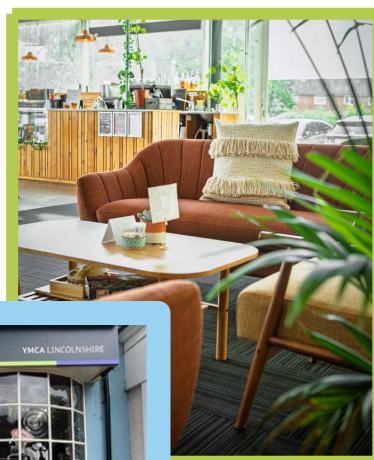
Every staff member and volunteer at YMCA Lincolnshire is personally responsible for ensuring that AJEDI practice is recognised and promoted through all aspects of their work. This will be achieved through developing knowledge and understanding, and celebrating the benefits to our work and beneficiaries that diversity and difference brings.

### Health & Safety

YMCA Lincolnshire is committed to the health, safety and welfare of our residents, service users, employees, and all visiting stakeholders. Each staff member is required to ensure that they and others take notice of and operate within Association Health and Safety guidelines.

## Benefits of Working at YMCA Lincolnshire

- Role specific training
- 25% off The Showroom Café
- 20% off YMCA Lincolnshire charity shops
- 10% off YMCA Lincolnshire nurseries childcare
- Free climbing sessions (availability dependent)
- Free eye tests & 20% off glasses for VDU use
- Blue Light Card eligibility
- B&Q TradePoint card
- Free tea & coffee at all sites
- Free parking at main office (The Showroom) site



## PERSON SPECIFICATION - Head of Tackling Homelessness

Please note: The successful candidate will require a Driving Licence and access to a vehicle

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualification</b>                                                                                                                                                  |
| Have or be working towards completion of a Level 5 Housing Qualification                                                                                              |
| <b>Experience and Knowledge</b>                                                                                                                                       |
| Significant period of leadership, ideally in a charity context.                                                                                                       |
| Demonstrable experience in leading complex and diverse public services                                                                                                |
| Direct experience of working in a supported and/or social housing context                                                                                             |
| Understanding of the complex needs of vulnerable adults at risk of homelessness and the range of circumstances that they face                                         |
| Experience of creating complex development service plans                                                                                                              |
| A knowledge and understanding of the opportunities provided in a funding landscape                                                                                    |
| Experience of managing funded projects                                                                                                                                |
| Understanding of Local Authority contracts relating to supported/emergency accommodation                                                                              |
| Experience of successfully managing complex budgets                                                                                                                   |
| <b>Beneficiary Focus</b>                                                                                                                                              |
| Understanding and experience of beneficiary centred delivery                                                                                                          |
| Strong communication skills                                                                                                                                           |
| Able to demonstrate a commitment to equality and diversity through inclusive practice.                                                                                |
| Ability to work professionally and courteously with a diverse range of stakeholders both internal and external to include staff, service users and external agencies. |
| Understanding of developing and ensuring delivery of strong workplace culture                                                                                         |

**Team working**

Ability to network and work with the wider movement of the YMCA.

Knowledge of bringing diverse teams together to deliver organisation outcomes and impact.

**Communicating & Influencing**

Ability to provide a high level of both verbal and written communication including analytical presentation for Trustees, Chief Executive and Executive Leadership team and external stakeholders.

Diplomatic, with excellent interpersonal skills with the ability to lead and also work as part of a team.

Ability to communicate and empower people and create environments that facilitate high performance

Proven ability in establishing strong external partnerships and relationships

**Planning & Organising**

Ability to develop tactical plans and translate these into quality operational delivery

Excellent organisational and time management skills with the ability to be flexible.

Ability to work within set guidelines, meet targets and achieve deadlines.

**Managing & Developing Performance**

Experience of supervising, supporting and motivating staff and achieving results through working with teams.

An understanding of what providing a high quality service means in practise.

**Decision Making**

Knows how to find and use other sources of expertise / knowledge / information.

**Responding to Pressure & Change**

Capable of adapting and shifting to changing business environments/challenges.

**Strategic Thinking**

Proven experience in developing and implementing Tactical plans to ensure high performance

## How To Apply

Closing Date is Wednesday 14th October.

Please contact James Carss, CEO, Castle Peak Group at [james.carss@castlepeak-group.com](mailto:james.carss@castlepeak-group.com) submitting a full CV and covering letter.

Castle Peak Group and YMCA Lincolnshire welcome applications from candidates from all backgrounds and are committed to an inclusive and accessible recruitment process.

Thank you for your interest in YMCA Lincolnshire, we take great joy from meeting like-minded people who hope to join us in making a difference to some of the most vulnerable members of our community.



