

JOB DESCRIPTION

Job Title:	Floating Support Deputy Manager
Department:	Prevention & Floating Support
Reports To:	Floating Support Service Manager (Level 2)
Responsible For:	Line management of a defined group of Floating Support Workers. Deputises for the Service Manager across the whole Floating Support service.

Scale:	SCP 22–26	Salary:	£33,635 – £37,035
Hours:	37 per week	Term:	Permanent

MAIN PURPOSE OF THE ROLE

HARP's Floating Support service provides supported housing across a dispersed portfolio of properties in Southend and South Essex, for adults with experience of homelessness and rough sleeping. The service works in two tiers: Transitional Support, our core visiting offer, and Sustaining Support, a smaller, higher-support strand for people who need more regular contact to settle and keep their home.

The Deputy Manager is the Service Manager's second-in-command. You will run the day-to-day delivery of the service: making sure the people we support get consistent, trauma-informed support, that our homes are safe and well managed, and that staff are well supervised and clear about what is expected of them. You will line manage a group of Floating Support Workers directly and lead on daily referrals, voids and housing management tasks.

When the Service Manager is away, you will step up and manage the service, including decisions on risk, safeguarding and escalation. This is a hands-on leadership role. It suits someone who has led practice or supervised others and is ready to take real operational responsibility, with the support to grow into it.

MAIN RESPONSIBILITIES

1. Deputising and service leadership

- Deputise for the Service Manager across Floating Support, taking operational decisions and managing escalation in their absence.
- Turn the service plan and priorities agreed with the Service Manager into clear day-to-day direction for staff.
- Take lead responsibility for delegated areas of the service, such as referrals and allocations, practice quality or service rotas.
- Contribute to service reviews and evaluation, including the formal reviews bringing evidence from practice and the voices of people we support.
- Take part in HARP's management on-call rota.

2. Practice quality

- Make sure assessments, support plans and risk management plans are person-led, trauma-informed, up to date and regularly reviewed.
- Allocate and balance caseloads fairly across your team, matching work to people's needs and staff skills.
- Carry out regular case file audits and practice observations, giving clear and constructive feedback.
- Model Psychologically Informed Environments (PIE) and strengths-based practice, and lead reflective practice sessions with the team.
- Work with people we support to shape and co-produce activities, groups and improvements to the service.

3. Safeguarding, risk and incidents

- Act as the first point of escalation for safeguarding concerns, incidents and risk for your team, and for the whole service when deputising.
- Make and follow up safeguarding referrals, and represent HARP at case conferences and multi-agency meetings such as MARAC and MAPPA where needed.
- Make sure incidents are recorded accurately, debriefed and learned from, and that staff are supported after difficult events.
- Escalate promptly and honestly to the Service Manager and HARP's safeguarding lead.

4. Housing management

- Lead on referrals, sign-ups, voids and move-on, keeping empty periods short and rental income maximised, working with the Housing Income team.
- Make sure residents understand their tenancy rights and responsibilities, and that tenancy action is proportionate, fair and in line with HARP policy.
- Oversee property inspections, health and safety checks and repairs reporting, working with the Property and Health & Safety teams so homes are safe, well maintained and meet the Regulator of Social Housing's Consumer Standards.
- Manage neighbourhood issues and community risk around our properties, including anti-social behaviour, and keep good relations with neighbours.

5. People management

- Line manage your team through regular supervision, appraisal, probation reviews, absence management and, where needed, performance management.
- Sit on recruitment panels and lead induction for new staff joining the service.
- Look after staff wellbeing in emotionally demanding work, and build a team culture of openness, learning and mutual support.
- Make sure volunteers and peers are welcomed, supported and properly integrated into the service.

6. Data, performance and reporting

- Make sure records on In-Form are accurate, timely and meet data protection requirements, and run regular data quality checks.
- Collate KPI, outcome and resident feedback data, and prepare reports for the Service Manager, funders and commissioners.
- Use data and feedback to spot problems early and improve practice.

7. Partnerships

- Build strong working relationships with local partners, including mental health, drug and alcohol, adult social care, probation, DWP and Southend City Council housing teams.
- Represent HARP at operational multi-agency meetings, advocating clearly for the people we support.

8. General

- Follow HARP's policies and procedures at all times, including financial procedures, GDPR and confidentiality, and promote equality, diversity and inclusion in all your work.
- Carry out any other duties reasonably required and in keeping with the level of the post.

PERSON SPECIFICATION

#	Criteria	Essential / Desirable
Qualifications		
1	Level 3 qualification in housing, or a related field, or equivalent practical experience.	Desirable
2	Commitment & ability to complete a leadership and management qualification, supported by HARP.	Essential
Relevant Experience		
3	At least two years' experience in supported housing, homelessness or a related frontline service, working with people facing multiple disadvantage.	Essential
4	Experience of leading or coordinating the work of others, for example as a senior worker, shift lead or practice lead.	Essential
5	Experience of risk assessment, support planning and safeguarding practice, including making referrals and working with multi-agency partners.	Essential
6	Experience of formal line management, including supervision and appraisal.	Desirable
Skills and Abilities		
7	Sound understanding of trauma-informed practice and PIE, and the ability to coach others to use it.	Essential
8	Working knowledge of housing management in a supported housing setting: voids, repairs, rent and tenancy management.	Essential
9	Strong recording and IT skills, including case management systems and spreadsheets, and the ability to write clear, accurate reports.	Essential
10	Able to prioritise, make sound decisions under pressure and know when to escalate.	Essential
11	Working knowledge of safeguarding legislation (including the Care Act 2014) and the Regulator of Social Housing's Consumer Standards.	Desirable
Personal Attributes		
12	A calm, steady presence who stays kind and clear in conflict or crisis.	Essential

#	Criteria	Essential / Desirable
13	Honest and open about mistakes, and actively seeks and learns from feedback.	Essential
14	A genuine commitment to people-first practice and belief in people's capacity to change.	Essential
15	Able to travel across dispersed sites in Southend and South Essex in a timely way.	Essential
16	Lived experience of homelessness or related disadvantage.	Desirable

BEHAVIOURAL COMPETENCIES

This role requires all five of HARP's Core Behavioural Competencies at Level 2. When deputising for the Service Manager, you will also be expected to draw on Level 3 behaviours, particularly in holding standards and communicating through pressure.

Competency	Level	What this looks like in this role
People First Practice	2	Builds trust and safety: balances compassion, boundaries and accountability, including in conflict.
Integrity, Humility & Learning	2	Shows self-awareness: reflects, gives fair evidence-based feedback and speaks up when something isn't right.
Kind, Clear Communication & Relationships	2	Manages challenge constructively: addresses conflict early and de-escalates while keeping relationships.
Professional Accountability & Quality	2	Manages standards: sets clear expectations, tackles underperformance early, responds proportionately to incidents.
Purposeful Leadership, Change & Resilience	2	Supports others through change: involves the team, balances pace with care, gives practical reassurance.

Competencies are assessed at interview and form part of ongoing supervision, probation review, and annual appraisal. HARP's Core Behavioural Competency Framework is available on request and will be shared with shortlisted candidates prior to interview.

HARP is committed to equality, diversity and inclusion. We welcome applications from all sections of the community and particularly encourage applications from people with lived experience of homelessness.