

Recruitment Pack

**Head of Housing and
Community Projects**

March 2024

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

Connect Minds through ongoing engagement and co-creation.

Change Minds by challenging stigma and increasing knowledge around mental health.

Support Minds by being a source of help, where, when, and how people need it.

We value being:

Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

Bold

We're not afraid to demand better for people who need our help.

Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

Join us to connect, change and support minds in Lancashire.



Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

Learning and development

You'll have protected time during regular supervision sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

Who you'll work with

The Housing Service has been a core part of Lancashire Mind's service offer for the past 25 years, growing to a portfolio of over 70 units; with a multitude of new opportunities on the horizon. We work in partnership with several Housing Associations across Lancashire to manage a range of properties on their behalf. The service supports people with moderate mental health conditions to manage and maintain their tenancy for up to two years before enabling tenants to move towards independent living. Within the scope of the Supported Housing Service, there is also the Bridge 2 Home project, which supports the transition from hospital into appropriate accommodation, for those who have experienced admission due to their mental health.

Lancashire Mind's community projects offer programmes of support to communities around Lancashire, focusing on places where people are at higher risk of experiencing poor mental health, as well as groups of people who face mental health inequalities. We work with these communities to understand need and then coproduce services and activities alongside the people who will access them. At present, our main project is Connecting Communities, a National Lottery funded project working with Asian communities in East Lancashire. We also have a small pot of funding for delivery of Money & Me, which supports people impacted by the cost of living crisis to improve their financial and mental wellbeing. Our community projects aim to improve services, increase understanding and awareness of mental health and the challenges and barriers faced by particular communities, and ultimately improve mental health and wellbeing. The learning taken from these projects influences everything we do at Lancashire Mind.

We are continually engaging with Lancashire communities to gather insight and understand the differing needs of particular communities,

as well as identifying good practice and gaps in services. Our Engagement and Inclusion Team lead on this, supported by the Head of Development, whilst working closely with the Community Projects Team. Both teams are managed by the Community Engagement Projects Lead who is line managed by the Head of Housing and Community Projects.

Your role

The Head of Housing and Community Projects is responsible for developing and managing our supported housing offer alongside our community projects supporting adults who experience mental health inequalities. As such, you will need extensive experience of engaging underserved and underrepresented communities to deliver services and of housing services that provide support to people facing barriers to independent living. You will understand the different needs of Lancashire communities and have a passion for supporting the wellbeing of others.

You will strategically oversee multiple projects and so will need experience of project management, including project mobilisation, quality assurance, monitoring and evaluation, reporting and funder/stakeholder management.

You will manage two service leads and oversee their respective teams, so will have experience of line and team management with an ability to motivate and inspire.

You will build partnerships and networks with a range of stakeholders. The successful candidate will therefore have excellent communication/negotiation skills.

Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.

Job description

Job title: Head of Housing and Community Projects

Hours: 28 hours (other hours may be offered by negotiation)

Contract: Permanent

Salary: £43,000 - £46,000 – salary based on a 35-hour working week (pro rata based on hours agreed). Salary commensurate with experience.

Responsible to: Chief Executive Officer

Responsible for: Tenancy Operations Lead, Community Engagement Projects Lead

Location: Based at our Head Office in Chorley but with a mixture of home and office working, supplemented by work in the community and meetings across Lancashire.

Overview

In this exciting and challenging role, you will be responsible for strategically overseeing our growing supported housing offer, whilst offering oversight to our adult focused community engagement projects. There is significant synergy between these two service areas and the Head of Housing and Community Projects will have a responsibility to drive growth, impact and best practice, whilst embedding best practice into the wider organisation. Each service will be headed up by a service lead (line managed by this role), who subsequently oversee a growing workforce of 13 team members.

In this newly created role, you will use your housing knowledge and project management expertise to explore and realise the potential of the tenancy management and community engagement projects services. You will actively seek opportunities and translate these into financially viable initiatives, supported by robust business plans within a risk management framework. Both service areas can be challenging but make a life-changing difference to those we support.

You will have experience of leading teams and will use your leadership experience to continue to develop, motivate and engage your direct reports, supporting them through any required change. The ideal candidate will bring a clarity of purpose and direction to our work, ensuring a sharp focus on our strategic objectives.

This is a highly rewarding role for a capable housing management professional – who has achieved much in their career to date, and who is ready to do more, driving continuous development in a supportive and forward-thinking organisation.

Main duties and responsibilities

Role specific duties:

- Lead and line manage the Housing service and Community Engagement Projects service and their respective service leads.

- Draw upon intelligence, research and knowledge of the local housing market and environment, as well as innovation, to identify and drive opportunities for growth and development within our housing service.
- Hold senior oversight of all aspects of housing management: including voids, rents, allocations, repairs, tenancy management and anti-social behaviour.
- Maintain an up-to-date understanding of housing compliance and regulation.
- Manage rent setting arrangements and ensure Lancashire Mind's policies are effective in both managing rent and tenancy's.
- Lead on developing the portfolio of adult projects which serve communities in Lancashire that face additional barriers to good mental health.
- Maintain a knowledge of Lancashire's diverse communities and the barriers they may face to maintaining positive mental health and wellbeing.
- Work closely with the Head of Development regarding engagement work and service/project development opportunities.
- Take overall responsibility for contract management, monitoring and evaluation and funder liaison, within your respective service areas.
- Identify, manage, mitigate and report risks related to your service areas to ensure that our provision is safe and fit for purpose.
- Analyse strengths and development areas within respective services, driving a culture of continuous improvement.
- Manage the strategic impact of new opportunities, including considering the structure of the team and potential new teams of staff.
- Contribute significantly to financial planning and budgetary strategies to diversify the income generated from the Tenancy Management service.
- Develop, maintain and influence relationships with internal and external partners and stakeholders to increase partnership working opportunities. Build and maintain effective relationships with strategic stakeholders across the county, eg. Housing providers, voluntary and community sector organisations, statutory services such as mental health teams.
- Manage performance and impact monitoring to ensure projects are meeting targets and demonstrating impact. Complete impact reporting both for internal monitoring and external promotion and assurance.
- Oversee internal reporting procedures and risk management.
- Support others within the team to develop skillsets around storytelling, to share the amazing work that is taking place, for the betterment of the service and the people within it.
- Support lived experience engagement work, working closely with colleagues, and embed learning across your portfolio of services.

Leadership and Senior Management:

- Make positive contributions towards senior management meetings and wider topics impacting the organisation. Taking shared responsibility as a member of SMT for delivering Lancashire Mind's strategic objectives.
- Work closely with the Chief Executive, and other members of SMT to support funding bids and tenders for new services.
- Liaise with the Chief Executive, Board and Subcommittees to ensure a joined-up approach to the development of services, providing assurance against the organisation's strategic objectives.
- Offer a critical eye for wider organisational development areas, supportive and motivating leadership to staff and volunteers.
- Offer safeguarding support to other staff members.

Other duties:

- Understand and implement key policies and procedures across projects, such as safeguarding, health and safety and GDPR compliance.
- Understand and implement Lancashire Mind's policies and procedures, including key policies such as lone working and information governance.
- Attend internal and external meetings and training, as and when necessary.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
- Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary.

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.



Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
Qualifications and/or work experience	Relevant work experience in a similar role, preferably in the housing, voluntary or community sector A professional housing related qualification (or a willingness to obtain one within two years of starting in post)	A
Knowledge and experience	1. Experience of strategic tenancy and housing management	A and I
	2. Experience of leading a team, including line managing staff and providing supportive, dynamic and motivational leadership	A and I
	3. Knowledge and understanding of mental health and the barriers marginalised communities experience	A and I
	4. Understanding of the population of Lancashire and the needs of different communities, in particular those who may be at higher risk of experiencing poor mental health	I
	5. Experience of managing complex projects (£300k+) with experience of a range of project management techniques	I

	6. Working knowledge of safeguarding, professional boundaries, confidentiality and data protection	A
	7. Working knowledge of housing related regulation, with knowledge of housing law being desirable.	A and I
Skills, abilities and competencies	1. Ability to effectively negotiate and communicate effectively with a wide range of people and organisations, through a variety of methods	I
	2. Ability to effectively network with senior leaders and decision makers to find opportunities to collaborate towards shared goals	I
	3. Ability to effectively monitor and evaluate services and capture evidence to demonstrate impact	A
	4. Budgeting experience with a high level of numeracy, literacy and report writing skills	A
	5. Ability to manage conflicting demands and pressures and to successfully support others to do the same	A
	6. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages, including CRM systems and video conferencing platforms	I
Personal attributes	1. Positive, enthusiastic and friendly attitude	I
	2. Resilient and committed to promoting mental wellbeing for all	A
	3. A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination	I
	4. Takes accountability and holds others to account	I

To apply

If you would like to discuss the job before applying, contact David Dunwell, Chief Executive Officer, daviddunwell@lancashiremind.org.uk

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website www.lancashiremind.org.uk/recruitment or requested by emailing admin@lancashiremind.org.uk

The deadline for applications is 12noon on 3rd May 2024.

Email your completed application form to admin@lancashiremind.org.uk. Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

Interviews for this post are scheduled to take place on either the 8th or 10th of May, so please keep these dates free as alternatives can't be offered. Successful candidates will be notified no later than 6th May 2024. Interviews will be held in-person at a location to be confirmed in Central Lancashire.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660.

Lancashire Mind

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