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**Job Title:** Day Centre Manager

**Location:** Poole

**Reporting to:** Trustees

**Responsible for:** Running the Genesis Centre Programme

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### **PURPOSE OF THE JOB**

- This new role is to be a hands-on manager of the work at Routes to Roots' new Drop In Centre, at the newly renovated Genesis Centre in Hill Street, Poole.
- The Day Centre Manager will work closely with the Trustees and the Administrator to deliver a service that:
  1. Is inviting and welcoming for the homeless and vulnerably housed of Poole,
  2. Makes use of trained volunteers to provide the services,
  3. Works in partnership with local agencies to provide additional services,
  4. Works in partnership with local charities/organisations to provide additional drop ins at the Centre,
  5. Is delivered in a safe environment for employees, volunteers and clients, including ensuring that the building is used safely.

### **KEY RESPONSIBILITIES**

- Developing and delivering a client centred service that is exceptional in a complex environment and that is creative, professional, holistic and gets results.
- With the Trustees, develop and deliver a volunteering structure, supervision and management system to meet the needs of clients engaged with Routes to Roots and the volunteers who provide the service, including:
  - Providing a welcoming environment where clients can be looked after holistically,
  - Providing a positive volunteering environment,
  - Working with other service providers who wish to work with the clients in our premises,
  - Ensuring the building is maintained and secure.
- Monitor the service by recording and analysing data to identify trends and to assess service effectiveness.
- Ensure appropriate systems and processes are in place to support volunteers.
- Work closely with all partners, including the local authority, to help deliver a joined-up response to homelessness and rough sleeping.

## **WORK INDEPENDENTLY TO**

- Recruit and select volunteers and Team Leaders. Plan and conduct thorough inductions for new starters. Demonstrate best practice and support volunteers to develop their skills and expertise. Coordinate drop-in rotas.
- Develop performance targets and quality control measures for the work of the team and monitor team members' work to ensure that these are met.
- Support volunteers, including by setting clear objectives, holding regular de-briefs, group and individual supervisions.
- Induct new volunteers and plan the continuing development of existing volunteers.
- Manage the workload of the team to ensure that adequate cover is provided at all times.
- Manage the on-site food stores, liaising with Team Leaders over shopping requirements and working with agencies that donate food.
- Manage the receipt and storage of donations, whether cash, cheques or gifts in kind.
- Ensure the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Define (and reviewing from time to time) the roles of volunteers to ensure they support the Day Centre's aims and objectives.
- Ensure that records relating to the drop-ins, volunteers and clients are updated and maintained.
- Operate Routes to Roots' disciplinary and grievance procedures where necessary.
- Open and close the building, or ensure that it is done by a volunteer.
- Manage the cleaning service and cleaning maintenance.

## **MULTI-AGENCY WORK**

- Working with and building networks with local authorities and other partners to increase the services and choices for our clients.

## **Governance**

- Work with the Trustees to monitor whether the charity is meeting its objectives as per the Business Plan.
- Ensure complaints, serious incidents and client reviews are completed and reviewed.

## **GENERAL**

- Work flexibly, as required, including working hours.
- Adhere to Routes to Roots' Policies and Procedures at all times.



- Work as a Team Member, including cover for other members of the team as necessary.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required.
- Attend and participate in team meetings and other meetings as required.
- This job description is not exhaustive: it is intended to show the range of duties and responsibilities.

This job description covers the current range of duties and will be reviewed from time to time. It is Routes to Roots' aim to reach agreement on changes, but if agreement is not possible, Routes to Roots reserves the right to change this job description.

## **PERSON SPECIFICATION**

### **Day Centre Manager**

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**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities in relation to each of the points. Where relevant use your answers to illustrate how your competencies have helped you achieve positive results. This will give you the best possible chance of being shortlisted.**

#### **ESSENTIAL REQUIREMENTS**

##### **Experience**

1. Demonstrable experience in recruiting, training and managing volunteers.
2. Demonstrable experience of delivering services on time and on budget.
3. Demonstrable skills in written and oral communication.

##### **Skills, Abilities and Knowledge**

4. Ability to work as part of a team and to initiate and maintain effective working relationships with colleagues, clients, the community, the police and other external agencies, including brokering relationships with services and developing pathways to enable clients to make and sustain positive change.
5. Ability to record and report work to a high standard, using IT systems as well as written records both quantitative and qualitative.
6. A good working knowledge of the housing, health and social services legislation and services for vulnerable people.
7. The necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies.
8. The capacity to handle responsibility & remain enthusiastic and motivated in a demanding role, working in solution focused and imaginative ways.
9. An understanding of and commitment to diversity & equality.

**The following are required of all roles with Routes to Roots. However, you do not need to address these in your application.**

- Genuine interest in and commitment to Routes to Roots work and client group.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li>• Is client and customer focused</li> <li>• Is open to new ideas, improvement and change</li> <li>• Handles situations and problems with innovation and creativity</li> <li>• Shows commercial and financial awareness</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership</li> <li>• Shows self-awareness</li> <li>• Works well with other people</li> <li>• Collaborates and networks effectively internally and externally</li> <li>• Shows sound communication and influencing skills</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li>• Able to think strategically</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li>• Has good writing skills at the level required for the job</li> <li>• Plans, organises and manages time well</li> <li>• Demonstrates compliance and accountability</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities</li> <li>• Aware of own level of cultural competence and proactively seeks to develop</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering</b>	<ul style="list-style-type: none"> <li>• Builds a high performing volunteer team</li> <li>• Provides clear direction and support</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team</li> <li>• Manages the operational aspects of their function efficiently</li> <li>• Implements plans, strategies and services effectively</li> <li>• Actively contributes to service growth</li> </ul>