

Homeless Service Manager

Salary: £31,500 – £36,500

Location: Hatfield, Hertfordshire (with regular travel across Welwyn Hatfield Borough and occasional travel to Letchworth)

Hours: Full-time, 40 hours per week (including a paid break)

Holiday: 28 days annual leave plus bank holidays

Contract Type: Permanent

Reports to: Chief Executive Officer

Deadline: 10 November 2025

About Resolve

Resolve is a local charity helping people who are affected by homelessness and substance misuse. We offer practical, person-centred support that helps people recover and move forward with their lives.

Through our **Drug and Alcohol Treatment Service** (Letchworth & Welwyn Garden City) and **Restart Homelessness Service** (Hatfield & Welwyn Garden City), we deliver practical, person-centred support that helps people move forward with dignity and hope.

We are entering an exciting period of growth, with a refreshed brand and website soon to launch, and a passionate team driving innovation across our services. Guided by our values of **Trust, Passion, Partnership and Respect**, this is a pivotal moment to join Resolve and help shape the future of homelessness support in our community,

About Restart

Restart is Resolve's dedicated homelessness and rough sleeping service. Operating across Hatfield and Welwyn Garden City, it provides:

- **Targeted outreach** to support people rough sleeping
- **Supported accommodation** for those transitioning out of homelessness
- **Long-term support** to help people sustain housing, access treatment, education, training, and employment

Our goal is not only to respond to immediate need, but to empower individuals to achieve lasting stability and independence.

Purpose of the Role

The Homeless Service Manager will lead, develop and deliver all aspects of Resolve's Restart service. You will oversee rough outreach, accommodation and intensive one-to-one support, ensuring people move towards secure housing and improved wellbeing.

This is both a strategic and hands-on role: you will inspire a dedicated team, drive service innovation, and strengthen partnerships across the sector, while ensuring high standards of care, safeguarding and compliance. Above all, you will play a key role in shaping the future of Resolve and making a lasting difference for people experiencing homelessness and substance misuse.

Key Responsibilities

Service Leadership & Delivery (30%)

- Lead the operational delivery of Restart, ensuring excellence across rough sleeping outreach, accommodation and support services.
- Drive innovation, growth and continuous improvement, shaping the future direction of the service.
- Maintain robust systems for assessment, safeguarding, care planning and outcomes monitoring.
- Ensure services meet contractual obligations, funder requirements and best practice standards.
- Strengthen referral pathways into housing, health, substance misuse support, education, training and employment.

Team Leadership & Development (30%)

- Line manage, coach and motivate the Restart team, fostering a culture of collaboration, learning and high performance.
- Oversee staffing rotas (as required), caseload management and professional development planning.
- Provide regular supervision, case reviews and professional development.
- Ensure staff wellbeing and resilience are supported in a challenging environment.

Organisational Leadership (15%)

- Contribute actively to Resolve's Senior Management Team, shaping strategy and driving organisational growth.
- Champion our values of Trust, Passion, Partnership and Respect across the organisation.
- Develop policies, systems and processes that strengthen Resolve's long-term sustainability.

Monitoring, Evaluation & Compliance (15%)

- Ensure accurate and secure record-keeping, data management and case tracking.
- Monitor service delivery against KPIs, producing reports for the CEO, Board of Trustees and funders.

- Ensure compliance with all legislation, regulatory frameworks and internal policies.

Partnership & External Relations (10%)

- Build and sustain strong partnerships with local agencies, housing providers and statutory services.
- Represent Resolve at external meetings and forums, raising awareness of homelessness issues and promoting the Restart service and the wider Resolve charity.

Person Specification

Essential

- Proven experience in the homelessness or housing sector.
- Confident in engaging with vulnerable individuals, including those in crisis.
- Demonstrated team management experience.
- Excellent communication skills – verbal, written and interpersonal.
- Strong organisational and IT skills, including Microsoft Office, Teams and case management systems.
- A values-driven approach and commitment to equality, diversity and inclusion

Desirable

- Experience managing shared or temporary accommodation.
- Knowledge of issues relating to substance misuse and mental ill-health.
- Understanding of housing law, welfare benefits, criminal justice and community care systems.
- Experience of working strategically at senior level.
- Experience of multi-agency partnership working.
- Full UK driving licence and access to a vehicle.

Why Join Us?

This is more than a management role – it's an opportunity to make a real and lasting difference. You will:

- Lead a passionate team at a time of growth and renewal.
- Shape and develop innovative homelessness services.
- Work in a supportive, values-driven organisation in the heart of the local community.



At Resolve, we celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people of all backgrounds, lived experiences and identities.

👉 Apply now to join Resolve and help make a lasting difference for people experiencing homelessness.

Send a CV and covering letter outlining how you meet the person specification to info@resolve.org.uk

 **Application deadline: 10 November 2025**