

MRS INDEPENDENT LIVING SERVICE
Making Room: Business Development Manager
Salary £30-31,000 pro-rata



General Information

MRS is a registered charity and company limited by guarantee. It is user-led with a management committee of whom most are service users.

We have eight staff, mostly part-time or sessional. We currently deliver services in Islington and Hackney though the organisation has also worked in Camden and City of London in the past and is currently delivering a Making Room contract for a regional Housing Association.

MRS aims to enable older, disabled and vulnerable people to access the support that they need and cannot afford by developing innovative and effective services. We view our service users as our main resource to identify how to achieve success.

There are currently a number of strands to the work of MRS in addition to the Making Room Service. These are: -

- **Staying Steady:** a Health and Wellbeing programme and part of City and Hackney's Falls and Bone Health Pathway.
- **Peer Support Services:** assist older and disabled people in offering their own learning and experience to support others.
- **Minor Adaptations:** A service to Occupational Therapists to assist with the provision of rails and other equipment

Making Room

Making Room, our service which works with people with hoarding behaviours, is now six years old. We have developed an effective way of providing support which meets the emotional and practical needs of people. The service provides an alternative to past responses, which often ignored the issue or involved blitz cleans and evictions. At the heart of the development of our work has been the voice of this group of people whose experience and needs have been unknown or marginalised.

Making Room's programme is client led, and requires the consent and commitment of the service user to work with us. Once they are on board, we agree a decluttering programme with them. Our programs are set against the level of need and scale of collecting, and begin with one two-hour session every week, which increases in frequency as the programme progresses.

The service has been successful in highlighting the needs of people with hoarding behaviours and a wide range of organisations now reflect a recognition of the impact of this group of people on their services, the funding landscape continues to prove challenging. Whilst there has been significant recognition of Making Room's pioneering work we are now looking for someone to develop new partnerships and funding streams to ensure the ongoing development of the service.

Premises

Initially the worker will be based at our Hackney office in Dalston. The premises have level access and a lift to the second floor.

Position Description

The Making Room Business Development Manager will consolidate the work of the service and establish development opportunities:

- To promote the existing service and sustain its development of the service by identifying potential service developments, funding opportunities and partnerships
- To oversee the day-to-day work of the current service, including funding agreements, assessment, provision of service and effective invoicing and payment arrangements.

Specific Responsibilities will include:

Business Development.

- Develop a revised business plan for the service which will promote a pattern of service delivery to enable a sustainable service.
- Develop an action plan for making links with key stakeholders with a view to agreeing referral pathways, training programmes for frontline staff from other agencies, agreed protocols in relations to tenants, involvement of other services such as the Fire Brigade and Mental Health Services. While work in Hackney and the neighbouring boroughs will be a priority, work in other parts of London can be undertaken where practical.
- Develop alternative channels for ongoing training and information sharing.
- Develop communication channels/ forums through the website or elsewhere to enable the service to engage and offer information and low-level training to more agencies.
- Develop a plan for income generation to ensure that Making Room can thrive and develop. It is likely that the plan will embrace a range of opportunities including development funding, funding for services from local funding partners and access to funds for individuals either through self-funding or payments such as Personal Budgets.

Service Delivery:

- Work with the Senior Housing Recovery Assistant to organise recruitment and training of personal assistants, volunteers (and others who will work with service users), manage their training, induction and support.
- Keep up-to-date assessment protocols and suitable recording systems for all staff. This will include risk assessments for clients and staff as well as inclusion of client feedback.
- Work with others at MRS to develop systems to ensure an efficient and personalised service and develop collaborative approaches to service development.

- Keep under review to ensure our consistent approach to requests on behalf of service users who are not directly funded while incentivising partner organisations to fund work by ensuring that clients generally receive timely service.
- Keep up to date the existing training programme both to improve it and to enable the organisation to provide for different audiences and for a range of learning outcomes.
- Keep up to date the plan for delivery, including charging or funding for training and evaluation of feedback.

The worker will be able to work on their own initiative and with minimal supervision, but will need to make periodic reports of progress to other staff and trustees.

Person Specification:

The primary characteristic of the successful candidate will be a track record in fund raising and business development to sustain long term growth.

They will also need to be able to demonstrate that they can undertake the project management tasks and demonstrate their understanding of the principles of equality and diversity.

To apply

Please send by email to jobs@mrsindependentliving your CV and a covering letter explaining why you consider you will be successful in this position. Please include information of two referees.

Closing Date:

10 am Monday 11th December 2017.

Interviews

Friday 15th December ..