



SUPPORTED HOUSING MANAGER, WAYSIDE



MARCH 2026

LETTER FROM THE CEO



**BENJAMIN
DOWNING**

CEO Keychange

I'm delighted that you are considering joining us as Women's Homelessness Lead. Keychange is a special organisation, which I am proud to lead. We have over 100 years of experience in providing support and care to people facing vulnerability. Today we do that by providing housing to women and young people experiencing homelessness and providing residential care to older people.

In some ways we've changed a lot in those 100 years, and in other ways we haven't at all. One thing that remains the same is our desire to create safe places of community and belonging for everyone who comes through our doors.

Whether someone is experiencing homelessness, or an older person is in need of care - we know that community and relationships are essential to flourishing and we place that at the heart of all we do

As a Christian organisation, Jesus is our model and inspiration for this as we seek to imitate Him in our work.

Keychange is in an exciting time of organisational development. I joined as CEO in 2022, and I've been amazed at the journey we've been on since. We have a fantastic team in place, both on the frontline and centrally. Our work with women experiencing homelessness is central to our future development plans. We know that the need for safe, trauma-informed accommodation for women is as great as ever, but at the same time we are seeing specialist provision fall away.

At Keychange, we are committed to preserving this provision as we know how important it is for women who find themselves homeless and vulnerable. We are looking for a passionate and inspirational colleague to join us in this mission as Manager for our Wayside supported housing community in Surrey. It is a fantastic and vitally important role and if all that is required seems to fit your experience and journey you might consider making an application.

Thank you,

Benjamin



334 People living with
Keychange in 2024-25

9 accommodation and
care services across
South and South West
England



260 Staff across our
communities and
central office



ABOUT KEYCHANGE

VISION

Every person has fullness of life through the unconditional love of a supportive community.

MISSION

- We want those facing isolation to be connected and supported in a community.
- We want older people to live in a community so they have thriving lives combining independence and interdependence.
- We want young people and women who are currently homeless and have experienced trauma to find a safe place where they are supported and equipped for the next stage of life.
- We want to provide environments where people can express and develop their faith journey.

FAITH BASIS

- We are a Christian charity motivated by the love of Jesus to support people.
- We are made in the image of God, so each person is valued.
- We believe God made people to live in a community with positive relationships.
- We welcome people of all faiths and none in everything we do

SUPPORTED HOUSING MANAGER, WAYSIDE

ROLE OVERVIEW

The Manager role at Wayside is an exciting position, with both service delivery and strategic components. We are looking for someone with strong front-line experience who can provide management and leadership over our Wayside supported housing community, working with our staff team and residents to coproduce a refreshed service model that holistically meets their needs. The successful candidate will have management experience to bring to the financial and people management of this supported housing service. There is also an outward-facing component to the role, with the postholder working to establish and develop effective relationships with churches, charities and local authority stakeholders, ensuring that partnerships lie at the heart of our service model and enable women to live full, socially included lives on leaving the service.

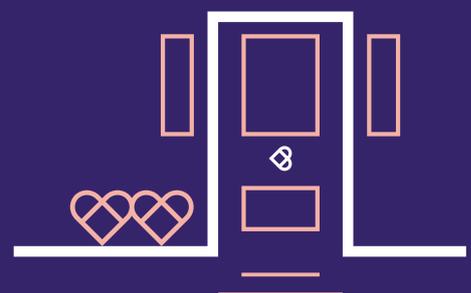
OUR WOMEN'S HOMELESSNESS SERVICES

Keychange has been supporting women in vulnerable situations for over a century. Founded as the Christian Alliance for Women and Girls, our roots are in recognising and responding to the unique challenges that women face—and this remains central to our work today.

In Reigate, Surrey, we run a specialist 19-bed women's homelessness service, where we offer not just safe and secure accommodation, but holistic, person-centred support. Our ambition is for the service to respond specifically to the unique challenges facing homeless women, enabling recovery from trauma and laying the foundations for a more secure future.

At the heart of our approach is a belief that every woman deserves more than just a roof over her head. Our support addresses health and wellbeing, education, employment, and family relationships—working in partnership with local agencies to ensure comprehensive and joined-up care.

As a Christian charity, supporting spiritual wellbeing is central to our work. Our local church partners play a vital role in supporting women who live with us, offering both practical help and opportunities for women to explore faith and rebuild a sense of community and belonging.



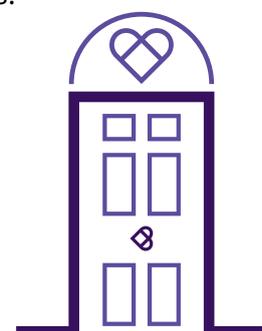
KEY RESPONSIBILITIES

MANAGEMENT OF COMMUNITY OPERATIONS

- To take lead on ensuring that the project provides safe, high-quality, psychologically informed accommodation.
- To liaise with the finance team in the preparation of Wayside's budgets, monitoring the service's income and expenditure in line with budget
- To ensure quality assurance checks are completed and improvements both identified and implemented.
- To oversee the performance of the staff team at Wayside, including taking the lead in recruitment of team members, inducting new staff, and planning continuing development by setting clear objectives.
- To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to support and resettlement of clients.
- To ensure that the service meets all regulatory and best practice requirements.
- To monitor and respond to all feedback from people using our services.
- To be responsible for the oversight for all building maintenance and health and safety issues in line with policy and keep records as required.

MANAGEMENT OF SUPPORT TEAM

- To manage support workers as they provide keyworking to homeless women that is personalised, strengths-based and trauma-informed, enabling women to identify and move towards personal goals.
- To receive and manage all referrals in line with agreed eligibility criteria and risk management approach.
- To provide leadership ownership and management of Wayside community to ensure resident access to a wide range of external support, as needed, to achieve personal goals, including: benefits advice, physical and mental health; domestic abuse and relationships support; education, training and employment; recreation, spirituality and wellbeing.
- In line with Keychange ethos, to intentionally provide spaces and opportunities for residents to express their faith journey.
- To develop partnerships that enable personalised move-on plans and ensure sustainable onward housing options for all residents, working proactively with housing associations, charities and landlords as needed.
- To ensure a culture of co-production and client-involvement in all aspects of the service, developing a sense of community and mutual support between residents.
- To collect, monitor and respond to all feedback from people using our services and other advocates to help to improve our community.
- To ensure that all safeguarding concerns, incidents and complaints are managed robustly.
- To keep detailed, accurate notes using Keychange's digital case management system.



KEY RESPONSIBILITIES

PARTNERSHIPS AND EXTERNAL RELATIONS

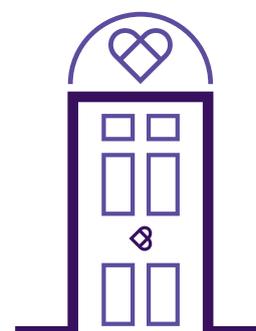
- To work with churches to develop ways which the Christian community can be a support base for residents, e.g. through the delivery of activities/ groups to current residents, support in prayer or spiritual development, or through ongoing support once residents leave the service.
- To develop partnerships with a range of organisations that can support the development of Keychange's women's service in Surrey including: local charities/service providers, key local authority representatives, national charities/ groups with a women's homelessness focus, and potential local funders.
- To intentionally forge relationships with local churches (leaders and members) as key partners to the project.
- To regularly visit and/or speak at church services, to develop relationships with church congregations.

WOMENS SERVICE DEVELOPMENT

- To develop and refine the model of support provided within Keychange's women's services, working together with the Operations Manager and other women's service managers.
- To be a key representative for Keychange's women's homelessness delivery across Surrey, with responsibility for exploring emerging opportunities for new women's service delivery in additional Surrey locations.

WIDER ORGANISATIONAL DEVELOPMENT

- To be an active member of Keychange wider staff team, participating in regular staff meetings, prayer meetings and leadership development events as required.



PERSON SPECIFICATION

ESSENTIAL CRITERIA

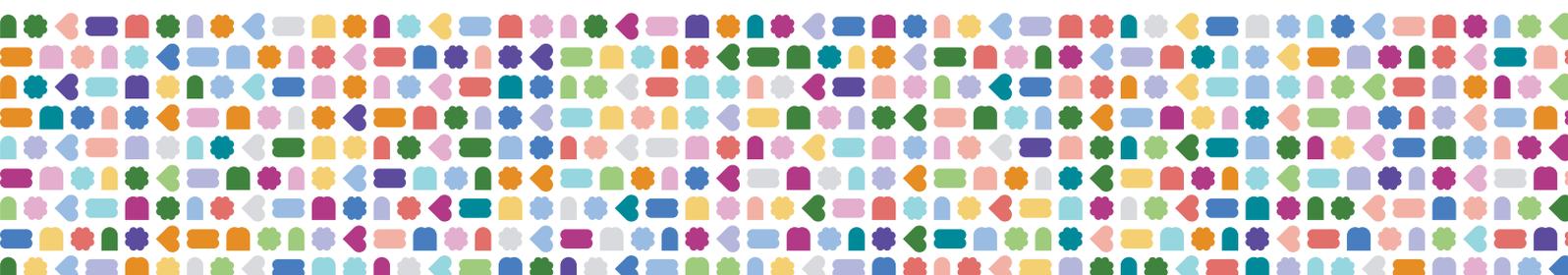
- Experience in managing supported housing services.
- Knowledge and understanding of the unique challenges facing homeless women, and the types of support that are effective in overcoming these challenges.
- Experience in managing a team to deliver supportive services to beneficiaries.
- Experience in managing budgets and operational delivery within the care/support sector.
- Proven ability to build partnerships to achieve increased impact for beneficiaries.
- Good understanding of social impact, able to relate this to a housing/ homelessness context.
- Written and verbal communication skills, able to convey vision and values of a project to a range of audiences.
- Strong understanding of churches and church networks, across a range of traditions, and able to use this knowledge to build effective relationships with the Christian community.
- Personal faith and alignment with the Christian values of Keychange Charity.

DESIRABLE CRITERIA

- Experience in delivering or managing services in accommodation-based settings.
- Existing relationships with the VCSE organisations/churches in and across Surrey.

OCCUPATIONAL REQUIREMENT

This post is subject to the Occupational Requirement (OR) under Schedule 9, Part 1, paragraph 3 of the Equality Act 2010 that the post-holder is a practising Christian. This requirement is necessary and proportionate in light of the responsibilities of the role, which include: promoting and upholding the Christian ethos, charitable objectives and values of Keychange; supporting the spiritual wellbeing of service users; facilitating faith exploration; developing church partnerships; and representing the organisation in faith-based settings.





WORKING AT KEYCHANGE

We strive to create a supportive and inspiring work environment where you can make a real impact, whilst growing personally and professionally. We actively invest in staff culture, with opportunities across the year to connect with colleagues working across the organisation. We take a personalised approach to professional development, and will work with you to identify your goals and to create opportunities for learning and development in your role.

KEY TERMS OF ROLE

- Salary: £40,000 - £41,000 p.a, depending on experience
- 25 days holiday, plus bank holidays
- Scope for some hybrid working, but 4 days regularly on site or community-based
- Employee assistance programme and life insurance
- Contributory pension scheme, with matched employers contribution

"I began as a care assistant at Rosemary Mount in 2010 and have worked my way up to manager.

I love my work, no two days are the same and the team here are wonderful"

Sam, Manager at Rosemary Mount Community



HOW TO APPLY

WRITING YOUR APPLICATION

- Please write a cover letter setting out your interest in and suitability for the role. Please use the essential and desirable criteria to guide you, making sure that you clearly outline how you meet each of the essential criteria.
- Please also include an up to date copy of your CV - with a focus on the experiences that are most relevant for this role.
- While we appreciate the role of AI in work and in life, we want to get to know you as an individual, so please do not use AI to write your application. We'd rather read something that speaks from the heart of who you are, that's far more valuable to us than the perfectly crafted application written by AI.
- **Submit your application by email to hr@keychange.org.uk**

RECRUITMENT TIMELINE

- **Deadline for submitting your application: 19 March 2026**
- First screening interviews, remotely: 25 March 2026
- Full interviews in person in central London: 30 March 2026
- Start date: ASAP with consideration given to notice periods

WANT TO KNOW MORE?

- Moving into a new role is a big decision and we want to help you get to know us and work out if we are a good fit for your next step. We actively encourage informal conversations ahead of making your application.
- If you'd like to discuss the role further, please contact **Tano Bellone, Operations Manager (Housing)**, at tanob@keychange.org.uk or **07852 412813**

