



Job Description

Job Title	Service Lead
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Core Purpose of Job	<p>In our temporary supported accommodations, the core purpose of this job is to support people who are experiencing homelessness, to build the skills and support networks they need to prepare them for independent living when they move into their own tenancy.</p> <p>In our supported settled accommodations, the core purpose is to support people who have experienced homelessness and have complex needs, to give them a secure home for life in a supported environment.</p> <p>To manage and oversee Supported / Temporary Accommodation support services within Rowan Alba including ensuring that all procedures for the maintenance of the working environment, including the health and safety of residents, staff and visitors are adhered to.</p> <p>Provide clear leadership and vision, inspire and motivate staff to achieve excellence and mentor them as they develop new skills. To effectively manage staff teams to achieve the aims and outcomes of the service and meet key performance indicators.</p> <p>To report to City of Edinburgh Council by completing the Four Weekly Returns and Quarterly returns in line with the CEC deadlines. To report all incidents to CEC commissioners as well as the Care Inspectorate.</p> <p>To work with CEC and staff to support people to keep their tenancy, through 'Letters of Support' and positive move ons where possible.</p> <p>To ensure quality in the service in line with Care Inspectorate Standards and SSSC regulations, ensuring regulatory standards are met</p> <p>To actively participate in Rowan Alba Management team.</p>
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Organisational Position	Reporting directly to the Registered Manager, the manager is a member of the management Team, and as such share's responsibility for the leadership of the organisation and the management of staff.
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Key Outcomes	
1	To Ensure that the people we support receive a high level of support and are involved in the development and improvement of the service.

2	Management of Supported and Temporary Accommodation Services, including Finance, Administration HR and Health & Safety
3	Line management and support of the Service Teams, having regular S&S, yearly appraisals and personal development plans for each member of staff which tie in to best practice and achieve strategic objectives.
4	Contribute to overall organisation strategy and annual budget process
5	To ensure that all staff are working in a person centred and strengths based way. That all staff work in a trauma informed way and show unconditional positive regard to the people we support. To create a Psychologically Informed Environment at the accommodations.
6	Ensure that quality strategies, policies and processes are in place to meet the organisations and operational needs in terms of quality and delivery targets.
7	To investigate and resolve any complaints / misconduct from staff or the people we support.
8	Reporting to the Care Inspectorate and CEC within expected time scales.
9	Provide leadership and act as a role model to Rowan Alba staff and the people we support. Have professional integrity with colleagues and outside agencies and create a positive and supportive workplace culture.

Authority Levels	
Financial and tangible resources	You recommend procurement of equipment (and any other assets) as part of the strategic planning within the Management Team. You make recommendations on financial issues relevant to you.
People	You will set objectives, manage performance and guide learning and development of staff who report directly to you. You also lead and influence the strategy and support the work of team members who may not always report directly to you. You are authorised to implement RA employment policies within the limits set in procedures. This includes recruitment, selection and induction of staff.

Accountability	
Freedom to act	<p>You have autonomy to identify your own work priorities within the framework of the RA strategic plan.</p> <p>You draw on your own experience and knowledge in providing management, supervision and guidance to staff. You lead and facilitate work to implement the strategic plan. You balance the prioritisation of a broad range of objectives. You meet the agreed strategic objectives relevant to your own work area.</p> <p>You contribute directly to the development, implementation and review of the strategic plan and you report progress. The Head of Services provides you with support to do your job and formal supervision.</p>
Risk Management	<p>As a member of the Management Team and specifically for those areas of work within your remit, you take a lead in anticipating and managing risk and change within a complex environment, working with a high level of autonomy.</p> <p>You network extensively with other professionals and decision-makers to help manage the risk and change.</p>
Level of problem-solving required	You must manage conflict effectively and consistently and be sensitive to the emotional needs of those you manage and the wider team.

Communication	
Subject complexity and expertise	To be flexible in management and leadership approaches for each person that you line manage.
Contact inside the organisation	Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision.
Contact outside the organisation	Excellent Inter-agency working, communication with Stakeholders, Housing Providers, Social Care Direct, Social Workers, private support agencies. Representing Rowan Alba positively and with integrity.

Competencies required	
Core Competencies	<ul style="list-style-type: none"> • Identifying problems and the method for solution, providing or facilitating effective solutions. • Able to make informed decisions in an appropriately timely manner • Lead, inspire and support people to achieve objectives and those of the organisation • Ability to plan resources and work effectively • Excellent ability to communicate effectively as a manager • Deliver high quality outcomes

	<ul style="list-style-type: none"> • Anticipate and predict change and identify risk and opportunities • Set team objectives with the Registered Manager and plan and allocate resources • Manage staff competence, training and development • Build new alliances to enhance the organisations credibility • Implement new quality processes and systems where appropriate • Assist in continuous improvement activities. • Maintain procedures and processes. • Ensuring accurate and timely reporting of the relevant Key Performance Indicators (KPI) and monthly service audits. • Develop and maintain Environmental, Health and Safety processes and procedures within the organisation • Exchange strong communication between teams under leadership to facilitate exchange of information and in order to implement change and improvements. • Ensure the wellbeing of staff and visitors. • When poor performance has been identified, complete regular performance reviews, and manage the situation in conjunction with HR Dept • Input and hold responsibility for budgets – mainly grants and funding.
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Person Specification

Experience	
Essential	<ul style="list-style-type: none"> • Experience of line managing staff, to enable individuals and teams to accomplish their own goals • Experience of monitoring and direction work of others to ensure good outcomes in relation to the quality of work and organisational priorities • Experience of managing budgets and monitoring • Experience of service development and delivery • Experience of developing and reviewing policies and procedures
Desirable	<ul style="list-style-type: none"> • Experience of managing grants that we have been awarded and working with the Fundraiser to support with reporting when needed. • Experience of strategic planning

Knowledge and understanding	
Essential	<ul style="list-style-type: none"> • Knowledge and understanding of the policies and legislation • Knowledge and understanding of finance and funding • Knowledge and understanding of how to engage and motivate staff and how to establish a positive and productive culture • Knowledge of how to set team and individual objectives and ensure they are prioritised and delivered in line with RA objectives

	<ul style="list-style-type: none"> • Current working knowledge of the complexities surrounding homelessness and the processes and procedures of CEC provided housing. • An understanding of issues that people we support can present with, such as poor mental health, substance use and income maximisation and where to signpost for specialised support.
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Skills, education, qualifications	
Essential	<ul style="list-style-type: none"> • Planning, organisational and time management skills • Effective communication skills • Decision making skills • People management skills • Financial and resource management skills • Ability to prioritise effectively, meet deadlines and delegate appropriately • Skills in ICT appropriate to the post
Desirable	<ul style="list-style-type: none"> • Relevant management qualifications must hold or willing to work towards, a practice qualification at SCQF Level 9, such as an SVQ Social Services and Healthcare, or be willing to work towards it.

Other essential requirements	
Essential	<ul style="list-style-type: none"> • Commitment to the mission, vision and values of RA • Requirement to participate in the out of hours on call system

This job description outlines the general ways in which it is expected you meet the overall post. The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. Whilst you might be appointed to work in this service, you may be asked to work in different Rowan Alba services in order that we can support people in the most flexible and person-centred way. This job description is subject to regular review.