

**ROLE PROFILE**

**JOB TITLE: PROJECT MANAGER**

**LOCATION: LANARK**

**CONTRACT TYPE: PERMANENT**

**REPORTING TO: AREA MANAGER**

**HOURS PER WEEK: 35**

**SALARY SCALE: £30,441 - £32,043**

**The post holder must obtain Scottish Social Services Council registration in the Managers in a Housing Support Service category within 6 months of their start date.**

**PURPOSE OF THE JOB**

The Project Manager will take overall responsibility for both delivery and management of the Association’s Housing Support service in Lanark. You will:

* manage a team of Project Workers, a Cleaner and an Assistant Project Manager at the project
* be responsible for the support and accommodation for up to 12 service users,
* be working with vulnerable people of mixed gender, aged 16 years and over, each experiencing homelessness.

**OUR VALUES**

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

* Being people focused
* Integrity
* Quality
* Going the extra mile.

**MAIN DUTIES AND RESPONSIBILITIES**

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|  | **Service users:** |
| 1. | To ensure that the assessment and management of service users is regularly monitored and appropriately managed. |
| 2. | To ensure that individual support plans are both constructed and implemented for all service users with monitoring through appropriate review processes. |
| 3. | To develop and promote participation and inclusion within the project, ensuring that service users are involved in elements of the project management. |
| 4. | To ensure that acceptable standards of cleanliness and hygiene are established and maintained in all accommodation. |
| 5. | To ensure that all maintenance and repairs issues are timeously reported and addressed. |
| 6. | To work in conjunction with project staff to ensure that the environment and ambience is conducive to the lives of the service users and is assisting them to prepare for appropriate independent living. |
| 7. | To ensure that clear and appropriate communications systems are in place to pass on relevant information regarding service users to others as appropriate, e.g. incident reports, welfare concerns. |
| 8. | To ensure that all service users are aware of the Association’s complaints procedure and that the procedures are implemented in accordance with agreed processes. |
| 9. | To ensure that all service users are treated in accordance with the Association’s policies and all relevant legislation. |
|  | **Staff** |
| 1. | To manage, lead, supervise and support staff teams, including participation in their recruitment and selection. |
| 2. | To promote and encourage the professional development of staff, including induction, supervision, core competencies, in-house training and external training. |
| 3. | To ensure adequate staffing cover is provided for the service at all times by appropriate shift rotas, and deployment of employees, both permanent and relief. |
| 4. | To facilitate regular and structured team meetings. |
| 5. | To manage staff-related systems and procedures such as annual leave and absence management to the required standard. |
| 6. | To ensure that staff are aware of, and comply with, Association values, policies, procedures and standards. |
| 7. | To participate in the Association’s disciplinary and grievance investigation procedures as required. |
| 8. | To delegate tasks as appropriate to members of the staff team. |
|  | **Administration/General:** |
| 1. | To establish, maintain and develop appropriate liaison contacts with all statutory partners and any other stakeholders. |
| 2. | To be responsible for the implementation and communication of all regulations and legislation, including environmental health, fire, health and safety, etc. |
| 3. | To ensure that all aspects of administration are effectively and efficiently managed, including the registration of benefits and regular reporting to the Association’s Head Office and all other agencies. |
| 4. | To monitor the project’s finances and occupancy levels in accordance with budgeted figures and the correlating policy and procedure on voids. |
| 5. | To ensure that information/systems are updated and recorded accurately and to be jointly responsible for the collation of statistical information as discussed and agreed with the Association and the local authority. |
| 6. | To take a lead role in the strategic development of the project. |
| 7. | To represent the Association in local forums as delegated by Head Office management. |
| 8. | To undertake any other reasonable duties as required by the Association’s senior management team. |
|  | **Self:** |
| 1. | To participate in identified training for the purpose of professional development. |
| 2. | To act as a role model for both staff and service users. |
| 3. | To participate in the out of hours duty manager/on call system with other Project Managers. |
| 4. | To complete occasional announced/unannounced night shift monitoring in partnership with the local management team. |

**PERSON SPECIFICATION DETAILS**

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| **Essential** | **Desirable** |
| **Qualifications/Education**  SVQ Social Services & Healthcare at SCQF Level 9  SVQ Level 4 Leadership & Management for Care Services Level 10 or equivalent management award | **Qualifications/Education** |
| **Knowledge**  Issues impacting on young people who are care experienced or homeless.  Drug and alcohol awareness  Knowledge of local and national housing and homelessness strategy.  Supervision processes in a social care setting  Residential client group  Tenancy sustainment  Levels of vulnerability re the client group | **Knowledge**  Local area networking  Knowledge of legislation related to health and safety, discrimination and equalities  Understanding of poverty and its effects  Understanding of the Social Work Scotland Act and Children and Scotland Act 2014  Issues related to attachment disorder  Understanding of issues in First Stop accommodation. |
| **Experience**  Managing budgets  Team working  Working with vulnerable people  Working with addiction issues  Working with challenging behaviour  Key working  Supervising and management of staff  Dealing with multiple issues and prioritising | **Experience**  Analysis of data  Writing summary reports for discussion at senior level  Working with people who have care experienced backgrounds |
| **Skills/Abilities**  Effective written and verbal communication  Appropriate assertiveness  Ability to work under pressure  Ability to develop and sustain positive and appropriate relationships  Ability to motivate individuals  Ability to motivate people using group work process  IT literacy  Prioritising of workloads  Appropriate delegation to others | **Skills/Abilities**  Planning / organising work schedules  Identifying need, planning and facilitating inputs for others  Ability to use proven research in developing services  To plan and facilitate group discussion.  To present information to a group using PowerPoint or other media |
| **Personal Qualities**  Commitment to the values of the organisation  Personal values consistent with social care  Flexible, adaptable and reliable  Friendly, calm and personable  Patient, resilient and tolerant  Ability to work flexible shift patterns and an on-call service when required | **Personal Qualities** |

**TERMS AND CONDITIONS SUMMARY FOR CANDIDATES**

The following terms and conditions are typically offered to Association staff on fixed term and permanent contracts and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

**Probationary period** 3 months with a review at 6 weeks.

**Annual leave** 30 days’ annual leave plus 10 public holidays per annum (pro rata for part time staff and those working less than a year)

**Pension** Contributory pension scheme. The Association contributes 3% of gross basic salary and the staff member contributes 5%.

**Life assurance** 3 times basic annual salary payable on death in service.

**Sick pay** Nil pay (other than statutory) for the first 3 months. It then increases to 5 weeks’ full pay and 5 weeks’ half pay between 3 months’ and 1 year’s service; 10 weeks’ full pay and 10 weeks’ half pay between 1 and 3 years’ service; and 26 weeks’ full pay for more than 3 years’ service.

**Employee assistance** Free access to a counselling helpline, as well as face-to-face/online counselling or cognitive behavioural therapy sessions.