

Support Services Manager Job Description



POST: Support Services Manager

ACCOUNTABLE TO: Head of Operational Services

LOCATION: Edinburgh, between Sighthill and Logie Green Road offices of Four Square

SALARY: Grade 9: £33,016 - £37,140

MAIN PURPOSE OF JOB:

To lead and manage the housing support and advice services across Four Square. The Support Services Manager will be responsible for the operational management of Visiting Support, Housing Advice and Employability ensuring they are of the highest possible professional standards and are delivered in line with Four Square agreed policies and procedures and the expectations of the commissioners and funders.

The Support Services Manager will:

- Review these services on a regular basis.
- Ensure compliance with all regulatory requirements and service contracts
- Develop new services and areas of growth for existing business
- Assist the Head of Operational Services in ensuring the maintenance of appropriate financial and administrative systems; in particular, ensuring the adherence to agreed project budgets.
- Bring to the early attention of the Head of Operational Services any issues affecting the overall management and development of the projects.

RESPONSIBILITIES AND TASKS

1. To provide Visiting Support, Housing Advice and Employability services with day-to-day management either directly or through the Team Leaders.
2. To assist the Head of Operational Services in ensuring recruitment, induction and supervision of staff, relief workers and volunteers in accordance with Four Square policies and procedures.
3. To line manage and provide regular, professional supervision to the Team Leaders and other designated staff.
4. To ensure through the Team Leaders or directly that regular supervision and annual reviews are carried out for all staff.
5. To ensure all staff receive appropriate training.
6. To ensure staff and service users reviews the opportunity to contribute towards the growth and development of the services.

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7. To act as the registered manager for the visiting support team, as per the requirements of the Scottish Social Services Council and to ensure that the Visiting Support services meet the standards and requirements of Care Inspectorate and City of Edinburgh Council, in particular Service Level Agreements established with the City of Edinburgh Council.
8. To manage the consistent and effective implementation of all Four Square policies and procedures affecting staff and services users of the projects.
9. To contribute to the development of the projects' services and the formulation and review of policies and procedures.
10. To ensure the appropriate record keeping for the purposes of internal and external monitoring and evaluation, assessment of financial requirements and informing Four Square campaigning and development activities.
11. To ensure all services operate within budget and effective operation of all necessary financial and administrative systems, including payroll runs.
12. To liaise with voluntary, private and statutory agencies relevant to the work of Four Square.
13. To promote service user participation and consultation.
14. To ensure that all income claimed at project level is realised.
15. To be involved in the recruitment of Four Square staff as required.
16. To contribute towards Four Square campaigning strategy and activities.
17. To attend regular meetings of the Managers Group to progress Four Square management objectives and activities.
18. To receive supervision from the Head of Operational Services and to undertake management and professional development as required.
19. To carry out any other relevant tasks as directed by the Head of Operational Services.

Person Specification

Essential criteria:

- Demonstrates a full understanding of the CEC homelessness strategy, current housing legislation and policies;
- Demonstrate values and an approach in line with Four Square's values and approach;
- SVQ level 4 qualification in Social Care or relevant discipline and management award;
- SSSC registered or registered within 3 months of appointment;
- Proven experience of service management;
- Ability to lead and motivate a team;

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- Displays sound communication and interpersonal skills;
- Proven ability to network with other agencies and organisations;
- Ability to recognise own deadlines and prioritise workload accordingly;
- Experience of working to targets, deadlines and outcomes;
- Sound information communication technology (ICT) skills;
- Displays awareness of the importance of professional boundaries;

Desirable criteria

- Ability to develop creative solutions to complex issues:
- Ability to recognise and address training and development needs in self and other team members;
- Demonstrate an innovative approach to service development.

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