

Service Leader

Holyrood Hub

Streetwork's Holyrood Hub offers a range of support for people who are sleeping rough or facing other forms of homelessness. People who come to the Hub are facing such difficult circumstances in their lives, often having experienced multiple traumas beginning in childhood, and so the work that we do is trauma-informed and based on the principles of the psychologically informed environment.

Open every day of the year the Hub provides access to practical facilities including showers, laundry, storage, a correspondence address and digital zone as well as ongoing support from our team of amazing Support Workers and volunteers who are there to get to know people and to build trusting relationships through which they can help people to resolve their homelessness and plan for a better future. The team at the Hub link closely with other Streetwork services so that we can find the best solutions for people.

People's needs are diverse and no single agency can meet everyone's needs alone; we are delighted to work collaboratively with a number of partners who bring their services to people at our Hub through providing drop in sessions, workshops and skills development. We are always looking for new partnerships so that we can enhance the offer we make to the people who use our services and remove the barriers they face to accessing these.

The job description provides a full overview of the Service Leader role. For this particular post, the Service Leader is mainly based on site at the Holyrood Hub to lead a team of Support Workers and volunteers. The Service Leader is responsible for the operational day to day management of the service providing supportive and empowering line management, working with Support Workers to develop their practice and ensure that the service is delivered in line with regulatory standards, relevant legislation, policies and procedures. The Service Leader manages staff deployment and rota; reports on service delivery; manages partnerships; identifies needs/gaps in services and potential developments; and drives the improved involvement of people who use our services.

The Hub is open at evenings and weekends and so the role involves working outside office hours. Service Leaders participate in a rota to provide on call support overnight and at weekends.