

Job Description and Person Specification

**Service Manager
September 2020**

Job Description

Job Title:	Service Manager
Grade:	5
Location:	Across Fife, with travel to other Rock Trust locations across Scotland as required.
Salary:	£32,004 - £38,100 per annum

Mission Statement

To prevent youth homelessness and to support young people to build better futures.

Context

The Service Manager will be responsible initially for the implementation of a new Housing First for Youth service in Fife. Building new, strong relationships with the local authority, housing providers and other allied services will be critical. to support young people aged 16-25 to transition to permanent, independent accommodation. Housing First for Youth provides an alternative to the traditional 'staircase' model of transitional housing by offering accommodation on an immediate, permanent and unconditional basis.

The main activities on an on-going basis will be operational management of service delivery, responsible for the quality of youth homelessness services. The Service Manager role requires an understanding of a variety of approaches to address youth homelessness and the ability not only to lead the allocated work but also to react to changing priorities. Initiative is needed to handle processes and casework and to resolve problems and queries based on experience and judgement, mainly without reference to others.

Reporting to

Assistant Director

Key Result Areas

- Review issues/problems and where appropriate delegate them for the Team Leader/supervisor to resolve.
- Manipulate, analyse, interpret and/or evaluate project outcomes and outputs, identifying, highlighting and prioritising any issues for further investigation.
- Act as an escalation point for routine and non-routine issues, resolving them where appropriate in order to provide effective first line support.
- Deliver, or oversee, a range of specialised youth homeless services, advising and assisting colleagues and external contacts on systems or processes, to maximise service quality, efficiency and continuity.
- Monitor, and report on, service standards within own area of work to maximise service quality and efficiency.
- Maintain financial records, and review data to contribute to resource planning.
- Analyse, present and draw conclusions from information, identifying trends and making recommendations to address problem areas.
- To be responsible for the management and operational activities of the Trusts services and to manage and maintain agreed standards of service.
- To co-ordinate, monitor and participate in the referral, selection, placement and review process to ensure efficient and effective use of resources.
- To promote, participate and analyse regular reviews of services and recommend actions that will enhance current provision or develop new initiatives.
- To ensure that data about outputs and outcomes is available to the Board, current and potential funders.
- To review, monitor and maintain a system for gathering and processing relevant statistics and information to evaluate the effectiveness of the service and to implement agreed quality improvements and changes.
- To participate in the “on call” rota in accordance with agreed guidelines.

General Duties

- To ensure that the quality of service delivery meets or exceeds agreed internal and external standards.
- To recruit, manage and lead a team in line with good practice and Rock Trust policies and procedures.
- To assist in the preparation of detailed budget projections and to monitor and manage income and expenditure.
- To develop, maintain and review organisational policies, procedures and practices on a planned and regular basis.
- To ensure that Health and Safety and appropriate Risk Management actions are undertaken.
- To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory, voluntary and private sector and to actively promote the Trust's services.
- To contribute and assist in the preparation of publicity materials produced by Rock Trust as required. To participate in promoting Rock Trust to the public, to create enhanced awareness and informed opinions of Rock Trust's work and young peoples needs in general terms.
- To assist in the preparation and presentation of Board reports.

Person Specification

Area	Essential	Desirable
A practice qualification recognised by the SSSC for Managers of a housing support service, or willingness to work towards one within SSSC conditional registration timescales. PLUS	X	
A supervisory qualification recognised by the SSSC, or willingness to work towards one within SSSC conditional registration timescales.	X	
Knowledge of homelessness and social exclusion. An understanding of the Scottish Government and local authorities' strategies on youth homelessness and promotion of youth inclusion	X	
Management		
Experience of operational management		X
Experience of line management and recruitment	X	
Experience in setting, managing and monitoring budgets	X	
Experience of building and maintaining relationships with funders	X	
Strong and proven leadership skills		X
Experience		
Direct work with young people	X	
Working knowledge of voluntary and statutory sector	X	
Excellent communication skills, oral and written	X	
Ability to work on own and to use initiative	X	
Problem assessment and solving skills	X	
Other		
Willingness and ability to work unsocial hours	X	
Driving licence and access to a car	X	
Willingness to participate on the Management On-call Rota	X	