

## Job Description



<b>JOB TITLE:</b>	Service Leader
<b>REPORTS TO:</b>	Head of Service team
<b>SALARY:</b>	£31,756 - £37,071 per annum
<b>HOURS:</b>	37.5 FTE
<b>BASED:</b>	Mason Street - North Lanarkshire
<b>CLOSING DATE:</b>	Friday 6th August

### **JOB PURPOSE:**

Day to day management, coordination and supervision of staff and volunteers, to create an environment in which service users' physical, emotional and social needs can be met in line with the vision and values of Simon Community Scotland.

### **JOB SUMMARY:**

- To lead and develop a diverse team through a period of exciting change and opportunity to deliver life changing and quality services.

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- To create a culture which recognises the team, it's strengths and their roles as leaders in every interaction, through professional empowerment, risk informed decision making at the front line where it matters.
- Work within your discipline to promote and create a culture of real participation putting the Service User at the heart of what we do and how we do it.
- Work well with all key partners to develop effective sustainable relationships.
- Ensure people development and engagement to develop and build capacity to support the strategic vision.

You will report to the Head of Service team and work in harmony with other Service Leaders, looking outwardly to develop your practice in partnership with Heads of Service.

Your key responsibilities of this post will be to:

### **Inclusion and Participation**

- Build local partnerships to understand the needs of each service locality
- Understand your own area of discipline and assist in building and developing insight and understanding of causes and effects of homelessness in Scotland – and causes and effects associated
- Promote professional autonomy and drive a positive culture which takes ownership of actions
- Create a culture of shared learning using technology to support our workforce to maximise efficiency and be able to support people better
- Take a 'no decision about me, without me' approach to service user involvement

### **Supportive & Ambitious**

- Lead and manage a diverse team, ensuring that you empower and delegate effectively

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- Lead and guide the team whilst supporting continuous improvement and development, develops and identifies team leadership capabilities promoting ownership of the vision
- Ensure professional practice in line with National Codes and Standards to drive quality services

### Warmth & Regard

- Lead by example using values, decorum and ethos of Simon Community Scotland
- Think and plan operationally ensuring all resources are supported and accountable
- Enable supported intelligent and justifiable risk taking
- Recognise and value everyone (Equality & Diversity)
- Take difficult decisions sensitively and with due regard to others

### Partnership & Collaboration

- Ability to translate evidence into practice and outcomes
- Passionate advocate and committed to supporting people through change positively
- Develop and maintain locality partnerships and networks to support and promote sustainable growth
- Ability to engage and communicate with all key partners positively and with confidence
- Influence but also understand the values and perspectives of others

### Personalised and Creative

- Innovative and solution focused, creating support to enable employees to deliver excellent, quality services
- Excellent people management capabilities that deliver evidence based outcomes for service users
- Adaptable and flexible to meet the needs of the service as well as supporting strategic aims
- Demonstrated and promotes resilience in self and employees, especially in crisis situations

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- Promotes opportunity for services using communication tools including social media to ensure maximum reach

## **ORGANISATIONAL POSITION:**

Reports to Head of Service

## **Digital Responsibilities**

There are three expectations we have of you. You must:

- Embrace technology in delivering your role
- Support service users and frontline staff to become digitally inclusive
- Play an active role in our social media strategy

The post will suit someone who recognises the enormous structural challenges the sector faces, as well as the individual and structural challenges our service users face, and is determined to change that environment. Great services can only be delivered by exceptional staff and partnership working, which, in turn, needs to be supported by exceptional leaders.

You need to believe in our frontline staff and the passion and commitment they bring to Simon Community Scotland, and find creative and innovative ways to empower them. The values of our organisation are not rhetoric, they are alive and kicking in all aspects of our work. We don't always get it right but we try and try again so bringing those values to life in everything we do is important to us.

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If you are interested, we're looking for someone who is comfortable with detail, delegating appropriately to their team and enabling leadership to flourish at all levels. You need to be confident in making decisions and in managing complex resources. You should have enough experience to bring technical knowledge of compliance and regulation, service planning and finance as well as strategic workforce planning. You need to always have sight of service users and in bringing value to them through smart, efficient, creative, reliable, consistent and effective services.

## Person Specification

**Job title:** Service Leader - Mason Street

	<b>Essential</b>	<b>Desirable</b>	<b>Proven by</b>
<b>Training and qualifications</b>	SSSC recognised practice qualification and SVQ 4 Care Services Leadership and Management at SCQF Level 10, or willing to work towards.	Health or social care qualification.	Interview Certification
<b>Experience</b>	<p>Experience of leading and managing diverse teams and delivering services supporting people in the community.</p> <p>Able to translate strategic objectives into operational outcomes.</p> <p>Able to lead and direct people to deliver excellent, professional services in line with National Codes and Standards.</p>	<p>Experience of homelessness services or/and lived experience.</p> <p>Experience of working with service staff to identify potential new opportunities, service improvement and better outcomes.</p>	Interview Recruitment Process

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<b>Knowledge and Skills</b>	<p>Excellent at managing resources including time, finance, people and self.</p> <p>Effective communicator face to face and in writing and uses social media to promote and influence to benefit and promote service development</p> <p>Adaptable and flexible to meet the needs of the service.</p> <p>Provide a calm and level head, lead by example and gain the support of others.</p> <p>Good analytical and lateral thinking skills.</p> <p>Strong administrative, IT and organisational skills.</p>	<p>Understands the key issues facing homeless people.</p> <p>Understands the complex, challenging and competitive environment we are required to work within.</p> <p>Good understanding of how to identify and qualify new approaches, evidence based practice and best practice solutions</p> <p>Must have good IT skills but familiar with or ready to understand Netsuite CRM and GSuite.</p>	Interview Recruitment Process
<b>Personal</b>	<p>Use humour appropriately, enjoy life, have fun, appreciate others and find the positive wherever you can.</p> <p>Be honest and brave, celebrate success and take ownership and learning from failure. Not everything works out for the first time.</p> <p>Be self motivated, up for a challenge and having a good work life balance.</p> <p>Be ambitious for service users, staff, self and SCS. Be a positive influence on others and don't forget to smile.</p>	<p>Able to adapt to change in the workplace usually at a moment's notice!</p> <p>Cares about our environment and climate and can help make things a little better.</p> <p>Enjoys cycling, preferably without the need for stabilisers. Trikes are fine.</p> <p>Has lived experience of the challenges and impact of homelessness.</p>	Interview Recruitment Process

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	<p>Encourage a culture of delegation, ownership and accountability. Support your team to get it right, support them when they don't.</p> <p>Know what you're talking about and if you don't know own it. Be credible.</p> <p>If you can organise a mortgage, a family holiday, redecorate your house then you can organise your workload, utilise your colleagues and come in on budget. Maybe.</p> <p>Do the right thing, and if you're not sure what the right thing is, talk to your colleagues. Life is never black and white.</p> <p>Understand your budgets, manage your costs and invest in success.</p> <p>Shouldn't need saying but we will, excellent communication and interpersonal skills representing SCS</p> <p>Professional and confident approach when dealing with a wide range of people.</p> <p>Willingness to undertake travel within the UK, Europe and wherever else there is learning opportunity and inspiration.</p>		
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