

Job Description

Service Manager - Cyrenians Communities (Crichton Place and Lotus Communities)

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians has 5 residential communities which provide accommodation and support to people. This role will manage the two following communities:

Crichton Place - supported accommodation for people leaving the Royal Edinburgh and recovering from mental health issues.

Lotus - supported accommodation for unaccompanied asylum seeking children (UASC aged 16 +).

The purpose of the Communities is to provide a safe and stable environment for people to live, learn and develop together. Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, with the key outcomes being;

- To significantly increase the ability of people to live more independently in the future including reducing and where possible, ending dependency on housing support
- To increase the contribution people want to and can make to wider society through volunteering and, if possible formal work experience and training.
- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

The Service Manager for Cyrenians Communities (Crighton Place and Lotus) will:

- Provide leadership for the Communities (Crighton Place and Lotus) team to achieve our ambitious strategy to develop the service
- Work closely with the Service Managers (City, Farm and Village) to ensure a joined-up approach
- Share registered manager duties with Service Manager (City and Farm)
- Offer mutual cover for services in the absence of the Service Manager (City and Farm)
- Champion the theory and lead the practice associated with the Cyrenians Community model
- Manage people and resources to deliver on operational plans
- Ensure compliance and meet standards
- Promote a culture of continuous improvement
- Monitor, report and evidence achievement
- Maintain marketing and networking activities to maintain referrals, profile and support

2 Tasks and Responsibilities

Provide leadership for the Cyrenians Communities

- Lead planning processes for the team, ensuring there are clear team plans in place
- Ensure the high quality delivery of strategic goals as outlined in major funding bids
- Participate in the Managers Group to ensure a consistently high quality of service delivery across the organisation

Champion the theory and lead the practice associated with the Cyrenians Community model

- Ensure community meetings are well facilitated, to plan community events and activity and to handle conflict within the community constructively.
- Oversee the volunteer recruitment process

- Provide guidance and support to the staff team to positively manage the risks associated with challenging behaviour, to support and maintain young people in the service
- Support the Development worker to develop additional activities and therapeutic interventions within the community, to help develop the potential of all residents.
- Ensure strong links with Cyrenians enterprises – providing opportunities for volunteering, training and work experience
- Ensure the involvement of all community members in planning and developing the service

Manage people and resources to deliver on operational plans

- Manage a team of staff within the relevant HR policies and procedures of the charity
- Participate in learning and training
- Ensure that all staff within areas of responsibility have the skills and learning opportunities to be highly effective in their role

Ensure compliance & meet standards

- Manage Care Inspectorate registration and inspection for the service
- Have overall responsibility for HMO licensing
- Ensure all areas of activity are meeting and, wherever possible, exceeding contract and funding compliance
- Participate in the development and delivery of appropriate internal or externally recognised quality standards
- Ensure all areas of activity are working within budget, making best use of resources available
- Ensure clear, professional and consistent management of activity through use of robust policies and procedures

Promote a culture of continuous improvement

- Ensure excellence in all service delivery by promoting a culture of continuous improvement and best practice within areas of responsibility
- Lead the delivery of any research and development activity across areas of responsibility, ensuring the learning is well understood and, wherever appropriate, implemented in the immediate team and more widely across the charity

Monitor, report and evidence achievement

- Ensure all activity is appropriately monitored and reported on, evidencing impact
- Ensure all staff in the team have the required skills and competencies to plan and monitor their work
- Provide regular reports on activity and impact to relevant internal and external audiences

Manage marketing and networking activities to gain referrals, profile and support and update market intelligence

- Ensure the service has a marketing strategy which is implemented by the full staff team and regularly reviewed
- Ensure that social work/NHS partners are appropriately supported in making cases for placement funding
- Oversee the production and use of high-quality marketing materials and other profile building activity
- Promote the Cyrenians Communities to ensure the highest possible profile
- Disseminate the results of monitoring and evaluation to demonstrate the impact of the work of the charity
- Ensure team members are involved in the relevant markets and networks, managing knowledge across the immediate team and wider staff group
- Keep up to date with changes and developments in the field through attendance at networks, good practice visits and reading of relevant publications
- Using the charity's collaborative working policy, work in partnership with other agencies to deliver high quality services

On-Call/Responder

- The staff team are required to provide on-call/responder support out of hours and over the weekends
- This is done on a rota system which staff cover approx. 1 week in 4 (with some flexibility to ensure holidays and absence are covered)
- This involves providing telephone support if difficult situations arise which require staff input in decision making
- With a requirement to attend where needed
- On-Call/responder Support is remunerated separately

3 Person Specification

Knowledge and Experience	
Excellent interpersonal skills and a high level of self-awareness	Essential
At least 5 years working with people experiencing adult/child protection issues in one to one and group settings.	Essential
At least 2 years of providing line management to other support staff	Essential
Facilitating meetings to encourage full participation	Essential
Developing policies and procedures, researching and implementing best practice	Essential
Managing excellent systems to demonstrate effectiveness and ensure accountability for all activity.	Essential
Assessing, managing and taking calculated risks with people	Essential

Commitment to quality assurance and high standards in service delivery	Essential
Budget management	Essential
Excellent IT skills.	Essential
Excellent organisational skills	Essential
Managing buildings and facilities	Desirable
Liaising with a range of stakeholders including local authorities and funders.	Desirable
Marketing and managing knowledge in a small team.	Desirable
Knowledge and experience working with people with mental health issues and trauma	Essential
Knowledge and experience of working asylum seekers	Desirable
Qualifications and training	
SVQ or equivalent to level 4 or above	Essential
Registered Manager Award	Essential
Values and attributes	
Passionate about enabling people to overcome problems and reach their potential	Essential
Calm, strong and positive in dealing with difficult situations including crisis and conflict in the Communities.	Essential
Energy, drive and enthusiasm to ensure the service and all those involved in it thrive	Essential
Committed to supporting the charity's Leadership team to develop the Communities.	Essential
A positive, pragmatic team member	Essential
Committed to people learning and training	Essential
Committed to working within the Cyrenians Key Worker Practice Model	Essential
Committed to service excellence and continuous improvement	Essential
Excellent written and verbal communication skills	Essential
A facilitative approach to handling situations	Desirable

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Senior Service Manager
<u>Liaison with:</u>	Communities Team
<u>Workplace:</u>	Edinburgh
<u>Working Hours:</u>	26 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£30,740 - £35,030, pro rata (scale points 31 to 36). This equates to £21,601 per annum for a 26 hour week as SCP31.

Pension: Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)

Disclosure and registration: PVG scheme membership and SSSC registration required

5 Application deadline and Interview dates

Closing date: Monday 1st November at 12 noon
Interview date: Thursday 4th November
Stage 2 date: TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.