

JOB DESCRIPTION



JOB TITLE: Head of Service Housing First

REPORTS TO: Strategic Lead East

SALARY: £39,645 to £46,520 per annum

BASED: Edinburgh and across Central Scotland

ROLE PURPOSE

Developing committed partnerships and networks, especially around local authority and third sector partners, ensuring clear knowledge and understanding of the commissioning and compliance protocols and expectations.

Cultivating support for Housing First and associated services, as well as and other initiatives as required, in addition to developing a strong, quality, effective and trauma-informed service.

Building capacity by effectively using our key resources of capable, ambitious and confident people who can deliver services which effect lasting change.

Be a strategic thinker and act as a national resource for local authorities and housing associations in developing strategic and operational responses to need.

To motivate, influence and empower service leadership and frontline staff to develop multi-skilled teams which deliver your local strategy and strategic vision.

Inclusion and Participation Partnership and Collaboration Personalised and Creative
Supportive and Ambitious Warmth and Regard

ROLE INSIGHTS AND OVERVIEW

We want to deliver services and responses that really matter and make a difference to people. The vast majority of our funding comes from contracts allowing us to connect directly with people needing support. We want our services to excel in design, delivery and impact and we want our frontline staff to be at the very forefront of excellent design and decision-making in our services. We need a remarkable person to help us make this happen.

That person needs to bring experience, resilience and confidence; have a genuine passion for developing innovative teams, creating collaborative advantage and a commitment to delivering meaningful and long term outcomes for the people we support.

The post will suit someone who recognises the enormous structural challenges the sector faces, as well as the individual and structural challenges the people who use our services 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. Bringing those values to life in everything we do is important to us.

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 the people we support and in bringing value to them through smart, efficient, creative, reliable, consistent and effective services.

ORGANISATIONAL POSITION:

Reports to: Strategic Lead East

Direct Reports: 5 Service Leads and 1 Housing Liaison Officer with potential growth

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KEY RESPONSIBILITIES ALIGNED TO OUR VALUES

Inclusion and Participation

- Deliver excellent services for people affected by homelessness
- Innovate and advocate change both internally and externally
- Support professional autonomy, guiding Service Leads and Frontline Staff to make and learn from decisions that change lives
- Create a culture of shared learning using technology to support an agile workforce
- Champion a trauma and psychologically informed approach, embedded in our understanding, practice and engagement

Supportive & Ambitious

- Lead and manage the Housing First and associated services and other initiatives as agreed with the Strategic Lead, and delegate effectively
- Lead and guide the services in a manner that recognises, supports and develops team leadership capabilities promoting ownership of the vision
- Enable supported, intelligent and justifiable risk taking
- Think and plan strategically ensuring all resources are supported and accountable

Warmth & Regard

- Lead by example using values, decorum and ethos of SCS
- Recognise and value everyone with equality and diversity in mind
- Ensure professional practice in line with National Codes and Standards to drive quality services

Partnership & Collaboration

- Effectively translate evidence into practice and measurable outcomes
- Demonstrate commitment to supporting people through positive change
- Develop and maintain strategic partnerships to support and promote SCS
- Confidently engage and communicate with all key partners for collaborative advantage including media and on social networks
- Influences but also understand the values and perspectives of others

Personalised and Creative

- Solution focused, enabling our people to deliver excellent, quality services
- Excellent project management capabilities that deliver evidence based outcomes
- Adaptable and flexible to meet the needs of the service as well as supporting strategic aims
- Demonstrate and promote emotional courage and resilience, especially in crisis situations
- Promote the services and utilise social media to ensure maximum reach

KEY PERFORMANCE AREAS

- Build, lead and direct Service Leads and Frontline Staff teams that are continuously seeking to improve, and pushing the boundaries of what is possible in delivering compassionate services
- Ensuring we meet as a minimum all legal, regulatory, compliance and standards in order to continually raise the bar, going beyond expectations
- Create the mechanisms and structures to support the development of services and our team
- Cultivating leadership, and planning for succession within those services
- Seek out appropriate validation of our progress through quality frameworks, audit systems, award programmes and recognition schemes, inside and outside the organisation
- Be a leading figure in the development and sector-leading strategies and initiatives to support people with complex needs here, in Scotland, and across Europe
- Lead the Service Leadership Team in the recruitment, deployment and development of talented people
- Deliver services that positively change the experiences and outcomes for service users
- Build and maintain exceptional relationships with regulators, commissioners, external bodies and partners we work with
- Be supportive and enabling of others initiatives that support service users
- Actively collect and collate data throughout the services to strengthen decision making, outcomes and improvement plans through the use of good information
- Represent the very best of our values and our ambitions for service users all aspects of the role, inside and outside the organisation

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PERSON SPECIFICATION

Job title: Head of Service - Housing First

	Essential	Desirable	Proven by
Training and qualifications	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
Experience	<p>Experience of leading and managing diverse teams and delivering services supporting people in the community</p> <p>Able to operate across boundaries to support the strategic objectives of the vision and translate this 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>Redesign and continuous improvement initiatives</p> <p>Experience of working with service staff to identify potential new opportunities, service improvement and better outcomes</p> <p>Experience of housing management</p>	Interview Recruitment Process
Knowledge and Skills	<p>Excellent at managing resources including time, finance, people and self</p> <p>Able to focus on detail but not micro manage</p> <p>Understands the key issues facing people who are homeless</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>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>Experience using GSuite, Salesforce and Netsuite</p>	Interview Recruitment Process

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	<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 and organisational skills</p> <p>Effective IT skills with a willingness to learn and develop to utilise our systems including GSuite, Salesforce and Netsuite</p>		
Personal	<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 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.</p> <p>Be a positive influence on others and don't forget to smile.</p> <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>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>Has lived experience of the challenges and impact of homelessness.</p> <p>Can make a good cuppa - not just for yourself, but the whole team.</p>	<p>Interview</p> <p>Recruitment Process</p>

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	<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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