

Job description

Service Manager – Cyrenians Community Gardens Edinburgh and Midlothian

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with those experiencing 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 is why all our work is values-led and relationships-based.

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**

Access to greenspace and opportunities to connect with others is essential for wellbeing. Cyrenians community gardens help to address the causes and consequences of homelessness through offering therapeutic activities that reduce isolation, improve physical and mental wellbeing and tackle health inequalities.

Our portfolio of services and activities includes:

- Community garden volunteering
- Community payback days
- Therapeutic activity contracts with a range of NHS services
- Coordination of hospital activity packs
- NHS site garden improvements
- Green prescribing

2 **Main Role**

The Service Manager will work closely with the Senior Service Manager for Recovery and wider Gardens team to develop and oversee Cyrenians community gardens and therapeutic greenspace activity.

The scope of the work will include Royal Edinburgh Hospital, Midlothian Community Hospital and the Astley Ainslie Hospital with potential to expand onto different NHS sites.

The focus of the role will be on supporting the gardens team to deliver a range of projects designed to support people in hospitals and in the wider community, liaising with public and third sector partners and ensuring that the service continues to respond to need and is responding well to risk.

The Service Manager is responsible for supporting the Garden Coordinators, Community gardener, Patient Engagement Coordinator and Green Activity Leader. There is also light touch support for the sessional staff team. The service is supported by a team of around 50 dedicated volunteers who support with gardening, joinery, cooking, 1-1 buddying and admin.

Expectation of the post holder;

- a. Deliver a high-quality service in line with contractual agreements with funders ensuring diligent financial planning and budget management
- b. Ensure the service maintains its excellent reputation and high profile within the voluntary sector and with NHS Lothian
- c. Support the continuous improvement and diversification of the service model to ensure the service is delivered to meet the evolving needs of service users
- d. Maintain effective methods of measuring the impact of the work of the service to be showcased to funders
- e. Ensure person-centred principles are applied in practise which support excellent relationships between staff, volunteers and the people accessing the service
- f. Identify opportunities for working with NHS, third sector partners and Cyrenians services
- g. Engage with NHS policy, Biodiversity plans and greenspace management plan

3 Tasks and Responsibilities

- a) *Deliver a high-quality service in line with contractual agreements with funders ensuring diligent financial planning and budget management*
 - Maintain an excellent relationship with key funders including NHS Lothian, Edinburgh & Lothians Health Foundation, Thrive Edinburgh and Criminal Justice services
 - Ensure a strategic approach to securing the future of the service by maintaining a critical eye over the funding landscape
 - Manage the contractual budgets with support from Finance Team
- b) Ensure the service maintains its excellent reputation and high profile within the third sector and with NHS Lothian
 - Maintain excellent relationships with a range of networks and colleagues that further support the development of a successful service
 - Contribute to the work of the Physical and Greenspace Partnership, which is part of Thrive Edinburgh
 - Engage in opportunities to showcase innovative practice e.g. talks, research papers, tours, and providing opportunities for student research

- c) *Support the continuous improvement and diversification of the service model to ensure the service is delivered to meet the evolving needs of the client group*
- Ensure Cyrenians' planning methodology is applied in practise annually
 - The planning process results in a robust service plan which is informed by contractual agreements, client need, staff and service user contributions, policy and strategy
 - The annual plan for the service informs the individual workplans for each team member
 - Ensure all risk registers are up to date and relevant
- d) *Maintain effective methods of measuring the impact of the work of the service to be showcased to funders*
- Ensure contractual reporting requirements are met with key funders in line with reporting schedules
 - Inspired by system change narrative identify innovative methods to showcase the impact of our work e.g. storytelling methodology
 - Ensure Cyrenians' Lamplight and Etapesty databases are maintained and provide impact data for the organisation's annual impact report
- e) *Ensure person-centred principles are applied in practise which support excellent relationships between staff, volunteers and the people accessing the service*
- Manage the performance of all staff through use of the Charity's Performance systems including; setting annual objectives, providing regular supervision, annual performance review
 - Ensure the staff team engage in appropriate training, learning and ongoing Continuous Professional Development in line with service need and individual learning requirements
 - Ensure an effective volunteer recruitment, support and retention plan is in place
 - Ensure compliance with all relevant organisational policies and procedures
- f) Identifying opportunities for developing new work with NHS and Cyrenians services
- Work with colleagues and NHS wards and services to identify need for new services and increase uptake of applications to Health foundation grants schemes
 - Actively work to increase referrals from and to the gardens service from other areas of the organisation i.e. LEAP / hospital discharge
- g) Engagement with NHS policy and greenspace management plan / biodiversity plans
- *Take an active part in NHS Lothian Greenspace activity steering group (operating like a green health partnership)*
 - *Work closely with NHS and other third sector partners across sites to progress management and biodiversity plans and associated activity*

4 **Person Specification**

Knowledge and Experience	
Experience of managing and supporting staff	Essential
Experience of community gardening/growing and therapeutic green space activity delivery	Desirable
Experience of operational management and responding to need and change	Essential
Strong written and verbal communication skills	Essential
Experience of negotiating and managing successfully delivered contracts and applying for funding	Essential
Good understanding of NHS services, commissioning and health policy	Desirable
Ability to demonstrate the effectiveness of services through high quality monitoring and evaluation systems	Essential
Good understanding of wellbeing and recovery services and networks in Edinburgh	Desirable
Experience of risk management	Essential
Ability to network and create good working partnerships across organisation and sectors	Essential
Budget management	Essential
Qualifications and Training	
Requires degree or demonstrates equivalent experience	Essential
Relevant training and experience in social care, horticulture, project management	Desirable
Knowledge & understanding of mental health, recovery and social isolation	Desirable
Values and Attributes	
Conscientious, practical, committed and hard-working	Essential
Committed to a continuous improvement approach	Essential
Positive thinker and creative problem solver	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Ability to work under pressure and also support colleagues during such times	Essential
Flexibility and team work	Essential
Ability to work autonomously within the charity's systems and ethos	Essential
Person-centred approach	Essential

5 **Terms & Conditions**

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Senior Manager for Recovery Services
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings.
<u>Liaison with:</u>	Across organisation and external supporters

Workplace: Main office location is Royal Edinburgh Hospital and blended home/office based with travel as required between Edinburgh and Midlothian

Working Hours: 37 hours per week which may include occasional evening and weekend work

Annual Leave 25 days plus 10 public holidays pro rata

Salary: £30,740 to £35,030 per annum (scale points 31 to 36).

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: PVG membership is required

Funding: Permanent

6 Closing Date and Interviews

Closing date: 12 noon Monday 6th December 2021

Interview date: Tuesday 14th December 2021

Second interview date: 16th or 17th December 2021

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