



Job Description

JOB TITLE: *Service Leader*
REPORTS TO: Head of Service
SALARY: £31,756 - £37,071
BASED: North Lanarkshire
HOURS: 37.5

CLOSING DATE: 5th Dec 2021
INTERVIEW DATE: 15th Dec 2021

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

Inclusion and Participation

- Builds local partnerships to understand the needs of each service locality
- Really understands own area of discipline and assists on building and developing insight and understanding of causes and effects of homelessness in Scotland – and causes and effects associated
- Promotes professional autonomy and drives a positive culture which takes ownership of actions
- Creates a culture of shared learning using technology to support our workforce to maximise efficiency and be able to support people better
- Takes a 'no decision about me without me' approach to service user involvement

Warmth & Regard

- Leads by example using values, decorum and ethos of SCS
- Thinks and plans operationally ensuring all resources are supported and accountable
- Enables supported intelligent and justifiable risk taking
- Recognises and values everyone (equality and Diversity)
- Takes difficult decisions sensitively and with due regard to others

Supportive & Ambitious

- Able to lead and manage a diverse team, ensuring that you empower and delegate effectively
- Leads and guides the team whilst supporting continuous improvement and development, develops and identifies team leadership capabilities promoting ownership of the vision
- Ensures professional practice in line with National Codes and Standards to drive quality services

Partnership & Collaboration

- Ability to translate evidence into practice and outcomes
- Passionate advocate and committed to supporting people through change positively
- Develops and maintains locality partnerships and networks to support and promote sustainable growth
- Ability to engage and communicate with all key partners positively and with confidence
- Influences but also understands 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
- Demonstrates and promotes resilience in self and employees, especially in crisis situations
- Promotes opportunity for services using communication tools including social media to ensure maximum reach

Registered Manager

Where the postholder is the Registered Manager for a branch they have delegated authority over staff of a similar grade. It is the legal responsibility of the Registered Manager to ensure that the branch satisfies all regulatory, legal and compliance requirements of a registered service. Service Leaders within the branch maintain responsibility for their own sphere of influence but are required to report to and act upon instructions from their Registered Manager.

It is an expectation of the role that Service Leaders should be qualified and hold suitable registration with SSSC in order to take on the role of Registered Managers. Staff without the necessary qualifications must be prepared to develop in anticipation of this role being a requirement

Digital Responsibilities

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

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

Some of the people we support have little experience and knowledge of the internet and using email. You will be expected to help them connect, understand and be safe whilst promoting digital inclusion for people furthest away from the digital age.

Our Management Information system is Netsuite. You will be trained in using Netsuite and its application.

We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through these media outlets and senior staff are expected to create blogs, videos, information pieces and news items.

Personal Specification

	Essential	Desirable
Training qualifications &	SSSC recognised practice qualification and SVQ 4 Care Services Leadership	Trauma, Psychological awareness. Mindfulness Management at SCQF Level 10, or willing to work towards.
Experience	2 to 3 years' experience of management within a social care environment supporting people in the community Able to translate operational aims and objectives into innovative and evidence based outcomes to support better life chances and options Able to lead and direct people to deliver excellent, professional services in line with National Codes and Standards Managing a team of agile employers and workers in a very fluid environment which requires quick decision making	Demonstrate relevant knowledge of Mental Health issues and the impact on individual's ability to make positive decisions
Knowledge & Skills	Excellent at managing all resources including time, money and people Good knowledge and understanding of causes and effects of homelessness Empowers others to take calculated/informed risks by empowering and building their confidence Effective communicator face to face and in writing and uses effective communications, including social media to promote and influence the service and its activities Adaptable and flexible to meet the needs of the service Good partnership networks	
Personal	Is positive, leads by example and influences people in a way which develops others in their leadership capability Encourages a culture of ownership, accountability and is able to motivate others to build effective teams Is credible and able to influence a professional team by supporting, coaching and mentoring to build professional capacity	