



# Job Description

## Service Leader - Relief & Students

<b>JOB TITLE:</b>	Service Leader - Relief & Students
<b>REPORTS TO:</b>	Head of Learning and Development
<b>BASED:</b>	Core / Various Location
<b>SALARY:</b>	£31,756 - £37,071
<b>HOURS:</b>	37.5 FTE (including evenings and weekends)
<b>CLOSING DATE:</b>	
<b>INTERVIEW DATE:</b>	

## Introduction

**People are at the heart of who we are and what we do.** Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team – including those who have lived through homelessness. To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy, make it right, and make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

---

# Job Summary

An exciting opportunity has emerged due to our continued growth for someone to join our team in a newly created post to develop our team of relief support workers from recruitment to practice, to support our students and partners in placements and to further enhance our relationships with colleges, universities and other organisations who look to us for training and development opportunities.

We recognise the important role our relief pool and our placements have - not only in what they bring to our community at the moment, but also the future potential they provide as we continue to learn and develop as an organisation.

This post is designed to promote our ambition to be a psychologically safe environment which is supportive to everyone, however they interact with us.

If you:

- Can lead the recruitment and induction of our talented pool of relief workers
- Can provide support and development to our relief workers remotely
- Can mentor our social care and healthcare students as they move into practice
- Can support partners with placements for learning and development opportunities
- Can liaise and build relationships with individuals and organisations
- Can work independently, being organised in managing multiple priorities
- Can demonstrate experience in social care with people at the centre of your practice
- Can coach and mentor individuals to develop and achieve their goals

then we really want to hear from you!

---

## Job Role

Reporting to the **Head of Learning and Development** and working in harmony with the Learning and Development team and our Service Leaders across the organisation, you will:

- develop & strengthen our relief worker deployment to our Services
- facilitate & enrich placement experiences within our Services
- look outwardly to develop relationships with key stakeholders
- embody our values and coach others to do so
- be supported and encouraged to make decisions and get things done

# Responsibilities

Oversight of our relief support staff team, ensuring update to date records are maintained for ease of identifying resource as and when required to support our Services, and supporting the development of relationships between Services and relief

Working collaboratively with Service Leads to identify resource gaps, be actively involved alongside Services in the recruitment and selection of relief workers as well as supporting operational and quality improvement

Point of contact for higher education and other institutions and their students and employees to facilitate placements within Services ensuring consistency in approach and experience

Delivery of organisational induction training for relief workers and students, promoting and cascading our values and ethos, and supporting Services in developing and facilitating local inductions

Being available to our relief workers and students for support and to facilitate reflective practice, both individually or in groups as may be required

Development of stakeholder relationships with relief worker and student communities to identify opportunities for improvement using co-production where applicable

Getting involved in projects that support our existing work and emerging opportunities

Production of meaningful reports and analysis on activities and initiatives undertaken to support effective decision making at all levels within the organisation

Ensuring that resources available to support placements are fully utilised by facilitating effective relationships between our Finance team and partner agencies

## Warmth and Regard

- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

## Inclusion and Participation

- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role\*
- Supporting clients, staff and volunteers to become digitally included\*

## Personalised and Creative

- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

## Supportive and Ambitious

- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

## Partnership and Collaboration

- Create safety plans and manage risk
- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

## Leadership and Learning

- Facilitating training sessions
- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't
- Taking care of our 'places and spaces so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy\*

\*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.
- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System (MIS)** is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.
- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** 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 various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

# Person Specification

Job Title: Service Lead - Relief and Students

	Essential	Desirable	Demonstrated by
<b>Training and qualifications</b>	<ul style="list-style-type: none"> <li>SVQ 4 level health and social care (or working towards)</li> <li>Leadership &amp; management qualification (or working towards)</li> </ul>	<ul style="list-style-type: none"> <li>Project management qualification</li> <li>Coaching qualification</li> </ul>	<ul style="list-style-type: none"> <li>Application &amp; Certification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Two years within the health a social care sector</li> <li>Data management &amp; analysis</li> <li>Training development &amp; delivery</li> <li>Supporting people to learn and develop theories into practice</li> </ul>	<ul style="list-style-type: none"> <li>Blended &amp; online facilitation experience</li> <li>Experience of rota management systems</li> </ul>	<ul style="list-style-type: none"> <li>Application &amp; Interview</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Trauma informed approaches</li> <li>Data management</li> <li>Systems thinker</li> <li>Coaching and mentoring process</li> </ul>	<ul style="list-style-type: none"> <li>Project management methodologies</li> <li>Project scheduling</li> </ul>	<ul style="list-style-type: none"> <li>Application &amp; Interview</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>Self-starter, proactive and excellent organiser with the ability to work to project management level</li> <li>Enjoys being creative and solution-focused</li> <li>Commitment to the principles of trauma informed practice &amp; harm reduction principles</li> <li>Leadership skills and an understanding of which style of leadership is appropriate for a given situation</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>