

Job Description

Job Title:	Service Manager (Senior Manager: Members)
Service:	Members Support & Programme
Reporting to:	CEO
Supervisory responsibilities:	Volunteer Co-ordinator, Engagement Officers, Sessional staff, Social work & Community Education Students
Salary/Hours:	£36,000.00 + 4% Pension FULL TIME 35 Hours/week
Contract Type:	Permanent – Subject to on-going funding applications/donations

Purpose of the Role:

To play a key role in the Grassmarket Community Project delivering the best outcomes for their Members (beneficiaries/service –users). The Service Manager will be required to:

- Take responsibility for the in-take of new Members, dealing with referrals and risk assessing members so they can participate fully and safely in the project's programmes
- Co-design and manage the Members support programme, supported by senior managers, for the Grassmarket Community Project
- Work closely with partners to support the programme and collaborate on joint service delivery
- Recruit, train, support and appraise Volunteer facilitators, students and sessional staff to deliver the programme
- Ensure a consistently high quality of care and support in the organisation's services
- Contribute to the development of policy, procedure and strategic plans
- To provide a range of support services, activities and opportunities working closely with Grassmarket Community Project's enterprise Senior Managers that meet the needs of Members

Main Duties & Responsibilities:

- To deliver the best outcomes for Members, to enable individuals to develop to their full potential (see [Member Outcomes](#))
- To provide leadership and management of the team of sessional staff, students and Volunteers Recruiting, developing and motivating staff/Volunteers, providing supervision and performance management to ensure the highest quality service delivery
- Ensure that the Grassmarket Community Project complies with all best practice, recommended evidence-based approaches, Asset Based/Strength Based approaches and all minimum legal Standards, Regulations and Statutory Guidance.

- Co-design, manage and co-ordinate the Members' Activity Programme
- Promote the active participation of Members in the development, monitoring and review of services to ensure that there is continuous improvement in service delivery and that services delivered are responsive to Member needs.
- Develop sound mechanisms to record information and data required to inform performance monitoring, internally and externally, ensuring the correct systems/processes are in place and maintained to support service delivery, monitoring and evaluation and knowledge transfer (see our [Evaluation Framework](#))
- Implement robust performance management and quality assurance frameworks as required by Grassmarket Community Project
- Be responsible for undertaking initial and on-going risk assessments of Members supported by the organisation; maintaining professional confidentiality and boundaries at all times
- Work collaboratively with local authority, Scottish Government, partners and professionals to ensure that individual care planning issues are addressed successfully
- Ensure the Grassmarket Community Project's functions and responsibilities are discharged, having regard to the need to safeguard and promote the welfare of children and young people.
- Ensure compliance with adult and child protection processes and procedures.
- Implement policies as directed by Grassmarket Community Project's CEO or Senior Management Team in relation to performance management targets
- Ensure compliance with statutory requirements, including equality and anti-discrimination legislation and ensure arrangements are in place for the effective management of complaints
- Ensure briefings for senior managers, Board members and other stakeholders are provided in a timely way.
- Provide input into funding applications and reporting as required
- Undertake occasional evening and weekend work and activities as required.
- Undertake other duties as required in the interest of Grassmarket Community Project
- Assume overall responsibility for, reporting of and dissemination of information regarding Health & Safety in the Grassmarket Centre. Keeping the Members, Volunteers and Staff informed of any changes to health and safety procedures, guidelines and emergency procedures governing their participation or their Volunteering or working environment.

Person Specification

Job Title:	Service Manager (Senior Manager: Members)
Service:	Members Support & Programme
Reporting to:	CEO
Supervisory responsibilities:	Sessional staff, Volunteer Facilitators, Social work & Community Education Students
Salary:	£34,971 +Pension
Contract Type:	Permanent – Subject to on-going funding applications/donations

Qualifications & Experience:

- Educated to DIPSW / degree level in Social Work, Community Education or Community Work – **Essential** [similar undergraduate degree or postgraduate qualification will be considered if *substantial* relevant post-qualifying experience is evidenced]
- Management or leadership qualification or willing to undertake a qualification within six months of appointment – **Essential**
- Experience of managing and motivating teams, ideally including staff, students and Volunteers - **Essential**
- Experience of supporting vulnerable adults with complex needs – **Essential**
- Sound experience of operational management and service delivery within adult services in the Third Sector with demonstrable and proven record of achievement – **Essential**
- Sound experience of implementing systems and processes to provide an efficient and timely service – **Essential**
- Experience of preparing and managing care plans and adult support; experience of undertaking individual risk assessments – **Essential**
- Experience of working in an interagency setting, cooperating with a range of professionals and agencies to achieve best outcomes for vulnerable adults. – **Essential**
- Detailed understanding and awareness of adult with complex needs, research and best practice – **Essential**
- Experience of managing budgets within the budget allocation – **Essential**
- Experience of writing and presenting high quality reports to a diverse audience including statutory and other agencies – **Essential**

Values:

- Passionate about a strengths-based approach supporting individuals to contribute
- Compassionate and trauma-informed in their approach
- Believes in setting of challenging but achievable goals for those they support
- Demands high performance of self and colleagues/direct reports
- Excellent communication skills
- Responsive to Members' needs
- Works collaboratively and builds relationships with Members to establish the key issues and anticipate requirements
- Develops methods of empowering adults to enable choice and influence service improvements
- Acts as a champion across the sector and with partner organisations, donors, funders and statutory bodies
- Uses new approaches, theory and technologies to develop innovative services
- Identifies, leads and manages change which furthers the long-term goals of the organisation
- Celebrates and promotes the service, the community and Members acting as an advocate for the Grassmarket Community Project.

Grassmarket Community Project & Role Overview

Grassmarket Community Project is a charity in Edinburgh which takes an innovative approach to creating community and providing sanctuary and support to individuals (Members), many of whom are amongst the most vulnerable of our citizens. Through mentoring, training and education in a nurturing environment, the Project develops skills and confidence in Members, enabling people to develop to their full potential and move away from cycles of failure.

It also runs a number of successful social enterprises that provide opportunities for people to engage in meaningful activity and move closer to the labour market. The social enterprises also importantly create employment for people who require additional support in the workplace.

Grassmarket Community Project is currently seeking a dynamic, organised and experienced senior professional for a unique opportunity in a new and exciting role, delivering and managing member support services for the organisation. Applicants will evidence excellent people, leadership and communication skills, with experience in people management, casework and person-centred support work, including experience of arranging or brokering support. In addition, applicants should be able to demonstrate up to date knowledge of the health and social care system, including key policies and practices.

The candidate will ensure the effective running of the membership activity programme across the organisation, whilst also, crucially, providing caring support to the organisation's members, and managing/co-ordinating a team of social work students, Volunteers and sessional staff. Applicants will evidence an excellent understanding and experience of providing support to people with a diverse range of support needs, alongside the barriers they may face at different points in their life. Applicants should be digitally competent and effective communicators with individuals, and partner agencies.

Member Outcomes

The post holder will make a significant contribution to Grassmarket Community Project Members' outcomes, undertaking Member evaluations to ensure:

- Members report improved confidence, including in their ability to manage their life, and self-esteem
- Members report increased social networks and reduced social isolation
- Members report increased engagement and involvement in Grassmarket Community Project
- Members report increased resilience, ability to cope and to deal with changing relationships
- Members report improved physical and mental wellbeing
- Members report improved social wellbeing
- Members report improved economic wellbeing
- Members report improved capacity to contribute to Grassmarket Community Project (including volunteering, and/or involvement in the organisation's social enterprises)
- Members report feeling that their voice is heard within Grassmarket Community Project and they can contribute to shaping services and support
- Members report feeling more aware and better informed about the availability of services and support

Recruitment Process & Information

Please email a CV and covering letter (see below) to: jonny@grassmarket.org

The CV must be no more than 5 pages of A4

The Covering letter must be no more than 3 pages of A4

The covering letter should address the following question(s):

-Why you wish to be considered for this post and what values, skills and experience you would bring to the Grassmarket Community Project.

Keydates:

CLOSING DATE:

Both CV & covering letter must be received by: 5pm Monday 4th April 2022

INTERVIEWS:

If shortlisted Interviews will take place on Monday 11th April 2022