

rock trust

ENDING YOUTH HOMELESSNESS

Job Pack



hello@rocktrust.org



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rocktrust.org



@RockTrust

Who we are

We are Rock Trust and our vision is an end to youth homelessness in Scotland

For 30 years we have been working to prevent youth homelessness and to support young people to build better futures.

We aim to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive and move on from homelessness. We work to ensure that the public, policy makers, commissioners and practitioners understand the issues, make decisions and take action which will help us to end youth homelessness.



Over 600 young people supported last year

Now working in Perth, Fife, Glasgow, East Lothian, West Lothian and Edinburgh

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As well as providing routes away from homelessness and into secure housing options, we also support young people with their mental health, employability and independent living skills.

Every young person is different and no single version of support is appropriate for every person.

We want to prevent young people experiencing homelessness at all, but where this isn't possible, we're determined to make sure that any experiences of homelessness are brief and non-recurring.

Kate, CEO



Kate Polson
Chief Executive

Life at Rock Trust

Safety Fairness Respect Positivity

These are Rock Trust's values and they exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.

When we interview new potential colleagues we always ask them to talk to us about these values and their personal relationship to them. This really helps us get to know people, and see how they might fit into Rock Trust. Crucially, we've had feedback that it also helps break the ice and show people what working at Rock Trust is like because of what is important to us.



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I love building and nurturing relationships to allow young people to feel safe and heard, it's a privilege and honour to support them.

Each day I'm growing and learning and always feel supported by my colleagues around me who are brimming with knowledge, empathy and compassion.

Caitlin, Art therapist



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I've always had an urge to help save the world, and working at Rock Trust scratches that itch!

They put so much emphasis on their own evolution, and as a member of the Equalities Group, I get to help guide that change.

Chris, Support Assistant



What we can offer

We pride ourselves on being an inclusive and welcoming organisation, building on everyone's strengths, and working together. By investing in and supporting our teams we can get the best outcomes for the young people who need us.

Talent Development. Colleagues are encouraged to become leaders and to grow and develop

Core and individual training opportunities

Employer Pension Contributions of 8%

Employee Assistance Programme (EAP)

£50 eye care voucher every 2 years

Benefits Platform with access to online discounts and freebies

Interest free season ticket loans

Enhanced Maternity, Paternity and Adoption Leave

Life Assurance of 3 x your annual salary

Annual Leave purchase scheme - opportunity to buy an additional 5 days Annual Leave

Flexitime

A funded Social Committee responsible for organising social activities for everyone

Cycle to work scheme



Flexible working with a healthy mix of time at home and in the office has allowed me to fit my part-time hours around the children's school day.

It's really made all the difference to my work / life balance.

Pete, Management Accountant

Our teams

- Senior Management Team
- People and Business Support Team
- Finance Team
- Services | East and South Teams
- Services | West and North Teams
- Services | Youth Development Team
- Properties and Facilities Team
- Communications and Fundraising Team
- A Way Home Scotland Coalition

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Rock Trust haven't just supported me to develop in my role, they've helped me through a bereavement, through a pandemic (!), and through starting my own family.

They understand that work is just one part of life and everyone is dealing with different things.

Maddy - Communications & Fundraising Manager

Job Description

Job Title: Team Leader - Housing Services (Edinburgh and East Lothian)

Contract: 36.25 hours per week, permanent

Grade: 4

Location: Across Edinburgh and East Lothian, with travel to other Rock Trust locations across Scotland as required.

Salary: £25,344 - £30,854 per annum (depending on experience)

Context:

Rock Trust are delighted to be recruiting a new Team Leader for our Housing Services in Edinburgh and East Lothian. The Team Leader (Technical Apprenticeship) provides the opportunity to lead a team of experienced frontline staff and to gain the skills and work experience to achieve the SVQ4 in Health and Social Care.

These services will support young people who are homeless to transition to permanent, independent accommodation. The Team Leader will be expected to:

- Play a leading role in the continuing development of our services
- Lead and manage a team of high performing service delivery staff
- Build and maintain positive working relationships with key partners
- Promote and share evaluation, learning and best practice
- Provide high quality housing support to a reduced caseload

Reporting to:

Assistant Director

Job Description

Key Responsibilities:

Service Delivery

- To participate fully in operational planning and delivery of services across the organisation.
- Scheduling and prioritising the work of the team, allocating tasks and activities and monitoring progress against targets.
- To participate appropriately in the direct provision of support to service users.
- To participate in the referral, selection and placement processes to ensure that services operate at full capacity.
- To play a leading role in achieving the agreed standards of service and targets reflecting the aims and objectives of Rock Trust, service level agreements or guidelines provided by statutory and regulatory authorities.

Staff Support and Development

- To line manage allocated staff members, students, and volunteers.
- To promote, participate and analyse regular reviews of services, and recommend actions that will enhance current provision or develop new initiatives.
- To ensure that Health and Safety and appropriate Risk Management actions are undertaken.
- To review, monitor and maintain a system for gathering and processing relevant statistics and information to evaluate the effectiveness of the service and implement agreed quality improvements and changes.
- To work with Service Managers, Assistant Directors and other colleagues to seek and secure resources for the operation and development of the services.
- Promote and maintain an ethos that promotes service user involvement across services.

Communication

- To develop and sustain links with individuals, groups, agencies and professional bodies in the statutory, voluntary and private sector and to actively promote Rock Trust's services.
- To exercise initiative and judgement on how to address and resolve daily problems with limited guidance from more senior colleagues.
- To contribute and assist in the preparation of publicity materials produced by Rock Trust as required. To participate in promoting the Trust to the public to create enhanced awareness and informed opinions of the Trust's work and of young peoples' needs in general terms.
- To support the preparation of board and funding reports and to support their presentation, where required.

Miscellaneous

- To participate in the "on call" rota in accordance with agreed guidelines.
- To deputise for Service Managers and the Assistant Directors in their absence.
- Other duties as directed from time to time by the Assistant Director.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.

Person Specification

Essential

- A practice qualification recognised by the SSSC for Supervisors of a housing support service, or willingness to work towards the SVQ4 in health and social care through a fully funded technical apprenticeship.
- Knowledge of homelessness, mental health, and isolation issues
- Evidence of leaderships skills
- Experience of a supervisory role
- Experience of developing, improving and growing services
- Direct work with disadvantaged young people
- Working knowledge of voluntary and statutory sector
- Excellent ability to evaluate and work collaboratively to improve service quality
- Excellent ability to generate, nurture and influence strong partnerships
- Excellent communication skills, oral and written
- Ability to work on own and to use initiative
- Problem assessment and solving skills
- Willingness and ability to work unsocial hours
- Willingness to participate in the on-call service

Desirable

- A supervisory qualification recognised by the SSSC, or willingness to work towards one within SSSC conditional registration timescales
- Experience of managing and monitoring budgets
- Full, UK driving licence and access to car

How to apply...

Please submit a CV and Cover Letter

- Your cover letter should contain the same information as a personal statement - why have you applied, what can you bring to the role and how does your skill set meet what we're looking for, as set out in the job description / person specification
- Your CV should contain contact details, full job history – with gaps explained, qualifications, and references
- Please also complete an Equal Opportunities and Criminal Convictions Declaration form
- Submit your documents via the appropriate vacancy portal link on our website

If you don't have a CV, please fill out an application form instead.

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for interview. If you would like to speak to someone about the role in more detail, or if you face any obstacles to completing an application, please get in touch.

[Application Form](#)

[Equal Opportunities Form](#)

[Criminal Convictions Declaration](#)

www.rocktrust.org/vacancies



Good Luck!