



Job Description

Edinburgh Outreach Services Manager

This is a new role

For over 50 years, Cyrenians has tackled 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's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

1 General

Cyrenians services provide a range of activity aimed at improving the lives of those who experience severe and multiple needs. We want to do more and we want to do it in the following three ways:

- Continue learning the causes, extent and impact of severe and multiple needs.
- Develop new and innovative ways to relate to people with complex needs, including the offer of specific interventions
- Use our learning to influence wider system change

Cyrenians specialist Outreach Services have a remit to work with people who experience severe and multiple disadvantage, and do so using a relationship-based approach. Our service interventions are:

- Homeless Navigator Project
- Gambling and Homelessness Capacity building
- Community Link Working
- Income Maximisation

The Edinburgh Outreach Services Manager is a new and key role in ensuring the effective operation of our growing specialist outreach services which support people who are at risk of or experiencing homelessness. The role will provide a line management support to a team of community-based practitioners working in health, homelessness and related fields.

2 Role

The role will have a focus on ensuring that frontline staff members are well supported and provided with resources and opportunities to grow and develop.

Alongside this, the postholder will be required to represent the team in a number of meetings and forums related to the work. The role will require someone who is actively seeking new ways of working and prioritises learning and reflection.

The role requires some knowledge of homelessness in Edinburgh, health services and an ability to form and maintain strong professional relationships.

3 Tasks and Responsibilities

Supporting Staff

- Coordinate regular team meetings, being creative so as to optimise attendance by a busy team who are rarely office based
- Providing high quality, one to one support for a team of practice staff.
- Identify and promote shared learning and reflection opportunities such as reflective practice and other training opportunities

Supporting data management across all of the outreach projects

- Support teams to express their work through the collection and reporting of progress
- Provide support to teams in the collection of data, and in particular the use of Lamplight and Outcomes star (data management and distance travelled tools used by Cyrenians)
- Assist the Senior Service Manager in the analysis and reporting of data and information
- Ensure that equalities information is collected, analysed and shared with the team to support equalities impact assessment and service improvements
- Act as a first point of contact for people who wish to use the service or for more general enquiries from wider stakeholders in the community.

Improve the flow of information into and out from the team

- Provide a first point of contact for ad-hoc enquiries into the service for support or advice
- Receive, acknowledge and disseminate information shared from within and out with the organisation, and between teams
- Support the production of material to support Cyrenians media output.
- Using own knowledge and understanding of the work to enable prioritisation of key information to be distributed or shared within the Outreach team, ensuring practitioners have the information available to support the broader aims of the charity.

Health and Safety

- Work with the team to identify and manage lone working procedures
- Monitor and ensure supply of PPE is available
- Coordinate use of office space
- Ensure compliance with any regulatory requirements, including those associated with advice provision within Income Maximisation work

Funding and Resources

- Work with the finance team to set budgets and ensure that financial resources are well managed
- Work with the fundraising team meet any identified any gaps in funding
- Identify and respond to funding opportunities which add value to the projects overseen

Other

- Participate in service team/planning meetings and reviews.
- Maintain individual work plan which is consistent with the overall service plan.
- Participate in annual performance review and supervision sessions.
- Undertake training which is appropriate to the project's needs.
- Undertake other tasks as required by the Falkirk Services.
- Co-produce staff objectives and carry out annual performance appraisals.
- Participate in, and contribute to, Cyrenians management team meetings.
- Ensure that organisational policy and procedure is followed in relation to Human Resources.

4 Person Specification

Values and attributes	
Positive outlook, self-motivated and flexible	Essential
Ability to demonstrate resilience in dealing with emotions and distress	Essential
Committed to supporting those who face disadvantage or stigma	Essential
Committed to the demonstration of respect and compassion towards those we work with.	Essential
Organised and dependable.	Essential
Committed and enthusiastic about ability to bring about change	Essential
Knowledge and Experience	
Strong organisational skills and confident decision maker	Essential
Ability to establish good, trusted relationships	Essential
Experience in providing line management	Essential
Agile and flexible in approach to workload	Essential
Ability to work autonomously to plan workload, meet deadlines and also work as part of a wider team.	Essential
Excellent written and verbal communication skills	Essential
Knowledge of rights and entitlements in relation to homelessness in Edinburgh	Desirable
Knowledge of gambling harms and how they impact upon people's lives	Desirable
Experience of delivering street-based outreach	Desirable
Knowledge of homelessness services within Edinburgh	Desirable
Knowledge of Psychologically Informed practice and how it can be applied in a homelessness context	Desirable
Experience in data collection, monitoring and evaluation	Desirable
Ability to use IT systems to produce written reports	Desirable

5 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Senior Service Manager, Home
<u>Liaison with:</u>	Cyrenians Outreach Services

<u>Workplace:</u>	Norton Park
<u>Working Hours:</u>	30-37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays, pro rata
<u>Salary:</u>	£32,295 - £36,803 per annum pro rata depending on agreed hours (scale points 31-36)
<u>Pension:</u>	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%)
<u>Duration:</u>	Permanent
<u>Disclosure:</u>	PVG membership required

6 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 20 th March 2023
<u>Interview date:</u>	27 th March 2023
<u>Second stage:</u>	TBA

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

Further information can be found at www.cyrenians.scot