

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 over 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 900 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

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: Service Manager (Glasgow)

Contract: Permanent. 36.5 hours per week

Grade: 5

Location: Glasgow Office with some home working

Salary: £32,632 - £38,847 per annum (depending on experience and qualification)

Mission Statement

Our long-term vision is to end youth homelessness, our more immediate mission is 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.

Context

The primary function of this role is the effective management and delivery of the organisation's Edinburgh and East service delivery and development activities. Leading our service team to ensure that we provide quality services and reaching our funder and organisational targets. This key management role will support the Assistant Director to implement strategy, ensuring that regulatory standards are met, and policies and procedures are implemented. Part of a highly collaborative team, the Service Manager reports directly to the Assistant Director and works alongside the People and Business Manager, Fundraising and Comms Manager and the rest of the management team.

Reporting to

Assistant Director

Job Description

Service Strategy

- Recruit, manage and lead a team in line with good practice and Rock Trust policies and procedures.
- Work with the Management team to design, deliver and develop services.
- Lead the delivery of services to achieve outcomes based on funder and organisational outcome targets, evaluate the effectiveness of the service and implement agreed quality improvements and changes.
- Manipulate, analyse, interpret and/or evaluate project outcomes and outputs, identifying, highlighting and prioritising any issues for further investigation.

Strategic Development

- Identify gaps in services and unmet need, create and implement growth plans for each project and locality and work with Managers and Fundraising colleagues to design, resource and implement services to meet needs.
- Identify and analyse information about new practice methods and service models which the Trust could develop to improve its outcomes.
- Develop a personal and organisational reputation as an expert, a good partner and a problem solver.

Quality & Resources

- Work with the Finance Manager to develop and monitor budgets for your areas of responsibility and support the team to work within budget and financial procedures.
- Work with the Management Team to ensure that the trust is compliant with all legal, sector and best practice regulatory requirements such as Care Inspectorate, Employment law, GDPR, Safeguarding.
- Identify and make recommendations for operational & quality improvement of the organisation.
- Develop, maintain and review organisational policies, procedures and practices on a planned and regular basis.
- Ensure that Health and Safety and appropriate Risk Management actions are undertaken.

Leadership and Development:

- Line manage and provide formal and informal support to allocated staff, students and/or volunteers.
- Increase our management level networks, building relationships with leaders, partners, commissioners and funders.
- As part of the Management Team, provide effective and professional leadership, supporting and promoting the activities of Rock Trust and contributing significantly to building a high performing organisation.
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved, and effective communication maintained.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Identify and make recommendations for improvement to contribute to the continuous operational improvement of the organisation.

Job Description

Other

- To act in accordance with Rock Trust values.
- To work with other senior and operational managers.
- To participate in the “on call” rota in accordance with agreed guidelines.
- To undertake other duties in line with the role as required.

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

- Practice and management qualifications to enable registration with the SSSC as a 'Manager in Housing Support Services'

OR

- Significant vocational experience demonstrating development through involvement in a series of progressively more demanding work/roles – highlighting relevant transferable skills.

Plus:

- Experience in a similar or related role(s) to this one.
- Knowledge and experience of leading delivery of youth work and/or homelessness/housing models and methods.
- Knowledge of homelessness and social exclusion.
- Demonstrable experience of managing and motivating diverse, multi-disciplinary teams to achieve their goals.
- Demonstrable knowledge of Project Management methods / techniques.
- Demonstrable experience of managing a department budget.
- Experience use of MS365 software including word, excel and outlook.
- Ability to take initiative and lead complex problem-solving activities, bringing and inspiring others with you on the journey.

Desirable

- An understanding of the Scottish Executive and local authorities' strategies on youth homelessness and promotion of youth inclusion.
- Demonstrable knowledge of business development methods, techniques and processes at a leadership level .
- Full, UK driving licence and access to car

How to apply...

Please apply using our application form below:

Download and fill out the three documents and upload them to our portal when you visit our Vacancies web page.

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!