

The Service Manager will deliver and lead the Crisis Intervention Service at The Marie Trust. This will involve the delivery across the main services: Door Duty, Café Service, Volunteering, and Intervention Work. The post holder will have a strong vision and commitment to eradicating homelessness and enabling access to services for the most disadvantaged individuals within our society. In taking the Crisis Intervention Service forward the Service Manager will be accountable to funders, stakeholders, and The Marie Trust Chief Officer and Board of Management.

#### **Line Management Responsibilities**

- The Service Manager will have line management responsibilities for the intervention project workers who deliver immediate crisis response work. They will also line manage the volunteer coordinators who work alongside the intervention team in delivering the café service.
- Provide support, leadership, and guidance on complex caseloads and assist with duty intervention work to support the team in delivering the service.
- Lead and support the service, in advocating and representing homeless rights and supporting the team in upholding clients' rights and entitlements to housing, welfare, and personalized support.
- Coordinate a rota for project workers allocating daily tasks to ensure the service is fully operational, including supporting the outreach delivery of workers delivering interventions in hospitals and communities.
- Ensure that all staff are provided with opportunities for enhanced learning and development that enable them to meet the requirements of the service and assist their professional development. In doing so, identify the training needs of designated team members, and ensure that these needs are met and recorded in staff training and development logs.
- Ensure that the team has up-to-date knowledge and understanding of policies and procedures and associated implications for practice.
- Provide ongoing support, supervision, and appraisal to staff ensuring sound performance and quality delivery of services.
- Carry out tasks relating to the health and safety of the organization by reviewing and implementing procedures and working with the Operations Manager to reduce risks to staff and service users.
- Assist with covering staff absences as required. This will include working with and supporting vulnerable adults many of whom have very complex needs.
- Raise the profile of the services including attending partnership meetings and contributing to publications and annual reports.
- Lead team meetings to keep up to date with outcomes, user and staff feedback, and new developments and to take the team and service forward.
- Lead in the process of ensuring that crisis intervention and volunteer staff are openly recruited, appointed, inducted, and line-managed in the delivery of their role. In doing so ensure that the people we employ are focused and motivated to advocate and represent service users in their role and at external meetings.

### **Safeguarding**

- Lead staff in safeguarding and assessing vulnerable referrals and caseloads, liaising with social work and health care professionals to identify and act where there is a risk to themselves and others and putting in place risk management plans.
- To liaise with Social Work, Health, and Social Care Services in ensuring service use needs are met and attend case conferences.
- Ensure that there is a strong ethos of safeguarding vulnerable individuals and act as a source of support and knowledge to staff within the project, promoting safe working practices.

### **Partnership and Collaborative Working**

- Actively work with the Chief Officer and management team to ensure a high standard of service across all areas. In doing so provide support in exploring future funding options to develop service delivery.
- Work with Robert Gordon University to accept social work placements and provide valuable placement opportunities to students.
- Work in collaboration with the volunteer coordinators in supporting mainstream volunteers who provide a volunteering role in the delivery of the café service.
- Coordinate weekly drop-in sessions in the service to enable clients to access specialised support including and engage with external agencies.
- Act as a lead person representing The Marie Trust at strategic meetings with funders, highlighting the challenges clients are experiencing and looking for ways to resolve this, whilst highlighting the good work that the service does.
- To liaise with outside agencies to build partnerships and promote the work of The Marie Trust.

### **Monitoring, Evaluation, and Recording**

- Lead the team in formal consulting processes with service users to help evaluate the service provision of opportunities and establish what is required to better meet clients' needs. In, doing so will support staff in developing leadership skills to contribute to the development of the crisis intervention service and have ownership and responsibility over their roles.
- Provide reports to the chief officer on the development of the service for trustee updates.
- Provide updates to funders on the outcomes and development of the project, reporting any changes to the performance targets.

### **Personal/Professional Development**

- Demonstrate personal responsibility for continuous improvements via lifelong learning, with reference to skills/responsibilities required for the post in particular and the organization.
- To keep up to date with local and government strategies in relation to homelessness, welfare, and poverty to ensure the crisis intervention service continues to strive towards meeting the needs of individuals who use the service.

Salary: £35,000 per annum Hours of Work: 35 hours per week (Monday to Friday 9-5 pm)

This post is subject to two satisfactory references, proof of qualifications, and registration with Disclosure Scotland PVG Scheme.

## **Person Specification**

### **Essential criteria**

- Experience in leading services in health, criminal justice, or homelessness.
- Knowledge and understanding of the fundamental needs of people affected by homelessness and social exclusion experience and the social and economic challenges people face in exiting homelessness and living safer lives.
- Experience in supervision and leading teams
- Sound knowledge of community resources available in the fields of homelessness, addiction, criminal justice, and mental health and proven ability to network with other agencies.
- Experience in one-to-one work with individuals who experience poverty and trauma are disengaged with services and motivate them to engage in their own journey.
- Experience working with people who are homeless, affected by trauma and poverty, in housing need, and/or socially excluded.
- Excellence in reporting and recording skills and ability to meet deadlines.
- Experience in risk management and processes for identifying and reporting risk.
- Good work ethic and a 'can do attitude'.
- Sound communication and interpersonal skills.
- Ability to recognize own deadlines and prioritize workload accordingly.
- Excellent ICT skills and experience in recording casework and action planning and recording clients' needs in detail.
- Ability to give objective feedback and challenge constructively.
- Display an awareness of the importance of working within professional boundaries with stakeholders, partners, volunteers, and service users.
- Ability to demonstrate a commitment to providing impartial advice and to non-discriminatory, non-judgmental, and person-centered practice.
- Enthusiasm, commitment, and a good sense of humor
- Relevant Qualifications in the following related areas: Leadership and management, Social Work, Health and Social Care, Addiction, Housing or Homelessness Law Social Policy. HNC minimum qualification.

### **Desirable criteria**

- Experience in coordinating and delivering opportunities for positive activity.
- Experience and/or knowledge of a harm reduction approach in working with individuals who are currently involved in the use of alcohol or substances.
- Knowledge of relevant community resources in Glasgow
- Foreign language skills