

## Job description

# Service Manager, Reset

Edinburgh based

Full time, 37 hours per week.

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, the Edinburgh Health and Social Care Partnership and Queen Margaret University have teamed up to deliver Reset, a city-wide Community Resilience Programme, inspired by the aims of the Edinburgh Wellbeing Pact for everyone in Edinburgh to have more good days.

Reset is an innovative partnership-led service for people aged 60+. The Service Manager will lead, motivate and inspire a team of four Community Resilience Workers, who visit people at home, the place they call home, or sometimes in a hospital ward to provide one-to-one person-centred key work, with the focus on enabling them to remain independent at home and in their community.

The Reset Programme is underpinned by ongoing learning, with research being an integral part. We use principles of Participatory Action Research to inform practice, which means that all team members actively contribute to and facilitate research, led and supported by colleagues at Queen Margaret University. This is a unique and novel approach to service delivery and development, which places staff and communities we work with in the driving seat in shaping the service and ensuring its sustainability.

## **2 The Role**

The Reset Service Manager is an important role ensuring effective management and operation of the Reset Programme. The role will provide strong leadership in four key areas-

- **Partnership** - playing an integral role in the partnership ensuring shared decision-making, knowledge exchange and a collaborative approach to the development of the service and the progression of research.
- **Research** - supporting Queen Margaret University partners to implement Participatory Action Research. Be an Ambassador for the research within the Reset team, supporting and motivating the team to gather data and contribute to the research and learning.
- **Staff management** - provide line management support to the team, and manage the different and changing needs.
- **Service management** - ensure the service is compliant and effective, achieving the best outcomes for those referred to Reset.

## **3 Tasks and Responsibilities**

### **Support and manage the Reset team**

- Co-ordinate regular team meetings, being creative as to optimise attendance by a busy team who are rarely office based.
- Provide high quality one to one support and supervision, including annual reviews, for a team of four practice staff.
- Identify and promote shared learning and reflection opportunities such as reflective practice and other training opportunities.
- Build a positive team dynamic and strong working relationship.
- Inspire, support and motivate the team to gather data and actively contribute to the research and learning.
- Co-produce staff objectives and annual work plans consistent with the overall service plan

### **Develop an excellent partnership with Edinburgh Health and Social Care Partnership and Queen Margaret University**

- Develop a strong partnership with a shared vision for the Reset Programme.
- Attend regular partnership meetings.
- Ensure a commitment to open and honest communication throughout the partnership.
- Build a trusted relationship that encourages shared learning and a collaborative approach to problem solving and development of the Reset Programme.

### **Participate in key networks which positively influence the work of Reset**

- Develop key strategic partnerships and knowledge of community-based resources that support the delivery of a successful service and stakeholder engagement to enhance the Reset Programme.

- Work collaboratively with a range of stakeholders across Cyrenians, third sector, health and social care and housing aimed at supporting people to remain independent in their home and community.
- Engage in opportunities to showcase learning and innovative practice.

**Support the continuous improvement of the service to ensure it continues to meet the evolving needs of service users**

- Ensure Cyrenians' planning and monitoring processes are applied in practice.
- Ensure that the planning process results in a robust service plan, informed by contractual agreements, service user needs, policy and strategy.
- Work with Queen Margaret University partners to use the research findings to evolve and shape the service.

**Work with Queen Margaret University partners to ensure ethical methods of data capture and storytelling are in place to showcase the impact of the work to key stakeholders**

- Be an ambassador for the research.
- Support the Reset team to feel confident in capturing the relevant data for the research.
- Contribute and support Participatory Action Research cycles.
- Ensure compliance with ethics.
- Inspired by system change narrative identify methods to highlight the impact of the service.
- Ensure Cyrenians' Lamplight database is maintained and utilised as tool to monitor service delivery, manage risks, record and review service user journey/needs and feed into the research.

**Deliver a high-quality service in line with contractual agreements with funders ensuring diligent financial planning and budget management**

- Maintain an excellent relationship with Edinburgh Health and Social Care Partnership.
- Ensure a strategic approach to securing the future of the service by maintaining a critical eye over the funding landscape.
- Manage the contractual budgets with support from the finance team.
- Support the Reset team to maximise funding support for the service users.

**Other**

- Undertake training which is appropriate to the Programme needs.
- Undertake other tasks as required by the Health and Wellbeing Pillar.
- Participate in, and contribute to, Cyrenians' management team meetings.
- Ensure that organisational policies and procedures are followed in relation to Human Resources and Safeguarding.

## **4 Person Specification**

<b>Knowledge and Experience</b>	
Experience of managing and supporting a team	Essential
Experience of managing focused services for older people living in the community	Essential
Experience of partnership working	Essential
Knowledge and experience of engaging in research to inform practice	Essential
Experience of stakeholder engagement and networking	Essential
Ability to implement and update operational policy	Desirable
Strong written and verbal communication skills	Essential
Experience of managing successfully delivered contracts	Essential
Ability to demonstrate the effectiveness of services through high quality monitoring and evaluation systems	Desirable
Good understanding of older people's community-based services and networks	Essential
Experience of trauma-informed practice	Essential
<b>Qualifications and Training</b>	
Requires degree or demonstrates equivalent experience	Essential
Relevant training and experience working with Older People	Essential
Knowledge & understanding of older peoples' needs	Essential
<b>Values and Attributes</b>	
Positive outlook, self-motivated and flexible	Essential
Committed to learning and passionate about using research to shape delivery	Essential
Committed to a continuous improvement approach	Essential
Ability to demonstrate resilience when dealing with emotions and distress	Essential
Committed to supporting those that face disadvantage	Essential
Creative and solution focussed	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Ability to motivate, work under pressure and support colleagues during such times	Essential
Ability to work autonomously within the charity's systems and ethos	Essential
Strong organisational skills and confident decision-maker	Essential

## **5 Terms & Conditions**

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Service Manager, Health and Wellbeing
<u>Partnership with:</u>	Queen Margaret University and Edinburgh Health and Social Care Partnership
<u>Workplace:</u>	Cyrenians head office in Edinburgh, with hybrid working available within guidelines.
<u>Working Hours:</u>	37 hours per week (full time)
<u>Annual Leave</u>	25 days plus 10 public holidays, pro rata
<u>Salary:</u>	£33,587 - £38,275 per annum (scale points 31-36)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace 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>	This post is funded until 30 <sup>th</sup> April 2025
<u>Disclosure:</u>	PVG membership is required

## **6 Application dates**

Closing date:	12 noon on Monday 9 <sup>th</sup> October 2023
Interviews:	Friday 13 <sup>th</sup> October 2023

Interviews to be held at Queen Margaret University.

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](http://www.cyrenians.scot)