



Job Description

Senior Service Manager – Health & Wellbeing

28 - 37 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. Our ambition is to lift homelessness away from being a 'housing issue' to it being understood as a Public Health issue. A public health approach to homelessness prevention recognises that, like many health inequalities, homelessness is a complex social problem that arises from a system of multiple interrelated causes and consequences and addressing it effectively requires both population level prevention, as well as individual level interventions.

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](#)

1 General

This post, with support from the Director of Services, is responsible for ensuring that operational service delivery is connected to the strategic direction of the organisation. This includes contributing to the development and delivery of the organisational strategic plan, and leading their services to nurture a positive, impactful culture and practice for our staff, volunteers, and those we support.

The Senior Service Manager (Health & Wellbeing) will provide expertise to our services which, in varying ways, strive to tackle health inequalities and reduce social isolation. Our Health & Wellbeing pillar provides Preventative and Early Intervention services which support people to build and maintain positive health and wellbeing, thereby reducing the risk of homelessness. Across Cyrenians, we also know and value the power of food and greenspace in bringing people together and building community connections. The post holder will provide a coherent voice both internally and externally, alongside seeking out new and creative ways to develop our preventative and early intervention services.

Primary areas of responsibility:

- **Reset** - an intersectoral partnership between Cyrenians, Queen Margaret University and Edinburgh Health and Social Care Partnership, providing person-centred and holistic support to increase community resilience, enabling people to experience more good days.
- **Food Education** – based at our Flavour & Haver Cook School in Leith, we encourage and support people to eat well on a budget and run community cook clubs in Edinburgh and Midlothian. Throughout the year we also promote the 'power of food' by running a small programme of Masterclasses and Supper Clubs where people can build relationships by learning and eating together.
- **Golden Years** – based in Edinburgh, providing support to those aged 60+ who may be experiencing social isolation or limited daily social connections. By promoting a sense of belonging, via group work and 1 to 1 support, people feel less isolated and have improved mental wellbeing.
- **OPAL (OPportunities for Active Lives)** – operating in West Lothian and the Scottish Borders, OPAL provides support to maintain or increase independence and wellbeing. Through 1 to 1 support and group work we help combat social isolation by providing companionship, wellbeing activities (in person and online) and build community capacity in local areas.

The post holder will, with the direction of the Director of Services, carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

2 Tasks and Responsibilities

Strategic and operational leadership

- Take a lead role in delivering the organisation's overall strategic aims, building links between services.
- Bridge the gap between strategic and operational, ensuring operational objectives align to the longer-term vision.
- Oversee effective and inclusive service planning, ensuring alignment with a public health approach.
- Identify strategic opportunities to develop our organisation.
- Attend Senior Management Team meetings, working with peers on cross-organisational and strategic themed topics (i.e. Inclusion & Diversity), and ensuring the opportunity to cross-fertilize challenges and opportunities is maximized.
- Provide strong leadership to Health & Wellbeing services and act as a role model within Cyrenians.
- Contribute and participate, as a member of the Senior Management Team, to the wellbeing and progress of Cyrenians, promoting our vision and personifying our values.

Managing people - promoting learning & development

- Manage staff team within the relevant HR policies and procedures.
- Ensure excellent relationships amongst staff, supporting, coaching and developing managers to grow themselves and Cyrenians.
- Participate in learning and training.
- Ensure that all staff within areas of responsibility have the skills, learning and development opportunities to be highly effective in their roles.
- Facilitate effective peer mentoring between pillar managers to support their development and practice.

Service delivery and development

- Promote a culture of continuous improvement within respective services.
- Provide strategic support and direction to operational issues, development and improvements.
- Identify and promote cross-organisational working and service developments.

Nurturing external relationships

- Engage with stakeholders in developing service opportunities, linking to strategic objectives.
- Identify, participate and promote, key networking and influencing opportunities.
- Understand public sector structures and develop relationships with key individuals.

Risk management, including Health & Safety & Data Protection (in conjunction with our Compliance team)

- Oversee the development of service risk registers and work with managers to manage these effectively.
- Ensure compliance with appropriate regulatory bodies.
- Contribute expertise to the review and development of organisational policy and procedures.
- Ensure clear, and regularly reviewed, business continuity plans are in place across areas of responsibility
- Ensure, evidence and report on compliance with policies and procedures, and that any breaches are promptly escalated and managed.
- Ensure that own services and staff understand requirements and assume delegated responsibilities for this

Measuring and valuing

- Ensure that appropriate monitoring and evaluation data is captured to assist us in understanding our work and demonstrating impact
- Create and develop high-level impact reporting for internal and external audiences
- In conjunction with Service Managers, commission and oversee contracts for evaluation and reports.

Communications

- Contribute to the shaping and delivery of internal communications, in conjunction with the Relationships Team.
- Ensure that key messages are cascaded through the organisation, and in particular that the voices of lived experience and front-line workers are routinely sought and responded to.
- Create and encourage use of communication tools and opportunities, including both use of technology and participation in relationship building groups and opportunities.

Budgets and Fundraising

- Responsible for overseeing service budgets, and taking appropriate action to ensure that adequate financial resources are in place.
- Ensure effective budget management across areas of responsibility.
- Identify and win public sector tenders.
- Lead the submission of funding, grant and tender applications.
- Ensure that funder relationships are nurtured and well managed.

3 Person Specification

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| Essential knowledge, skills and experience |
| Committed to Cyrenians' values of Compassion, Innovation, Integrity and Respect. |
| Knowledge of homelessness, its impact and the importance of prevention. |
| Experience of managing, developing and growing services. |
| Experience of managing, nurturing and coaching staff. |
| Experience of contributing to strategic planning. |
| Experience of securing funding via tenders and grants. |
| Excellent budget management and planning skills. |
| Skilled in partnership working and building relationships across sectors. |

4 Terms & Conditions

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| <u>Employer:</u> | Cyrenians |
| <u>Line Manager:</u> | Director of Services |
| <u>Liaison with:</u> | Health & Wellbeing services, Senior Management Team and wider cross-organisational teams and enterprise. |
| <u>Workplace:</u> | Hybrid working available. Expected to have a regular presence at Norton Park, Edinburgh with some travel across the Lothians, Scottish Borders and other Cyrenians' locations |
| <u>Working Hours:</u> | 28 - 37 hours per week |
| <u>Annual Leave</u> | 25 days plus 10 public holidays pro-rata |
| <u>Salary:</u> | £44,132 - £49,796 per annum, pro-rata |

Pension:

(scale points 40 to 45).
This equates to £33,397 for a 28 hour week at SCP 40
This equates to £44,132 for a 37 hour week at SCP 40
Auto-enrolment into Qualifying Workplace Pension
Scheme (QWPS). This is a Group Stakeholder Pension
Scheme. Current contributions 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%)

Status:

Permanent

5 Application deadline and Interview dates

Closing date: **9am on Tuesday 30th April 2024**
Interview date: **Tuesday 7th and Thursday 9th May 2024**
Second interview: **Thursday 16th May 2024**

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