**Head of Services**

**Salary** – £35 – 42k

**Annual Leave** – 20 days per year, with 12 Public holidays agreed with staff in January of each year.

**Responsible to** – The Board of Directors

**Location** – Dunoon, with regular travel to Rothesay

**Hours** – 35 hours per week over 5 days.

**Closing date** -

HELP (Argyll and Bute) Limited is a well-established third sector organisation that supports 16 to 25-year-olds who are either homeless, in threat of homelessness, or coming out of care. We are driven by the following set of values:

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| **Empathy** – Approach our work with a recognition of the trauma and displacement experienced by the people who we provide services to.  **Inclusive** – Involve and empower the people we provide services to.  **Integrated** – Collaborate with and influence a network of stakeholders.  **Personalised** - Be driven by the needs and wishes of the individual.  **Professional** - Meet and exceed the framework of standards applied to our roles. |

**Background** –In preparation for the retirement of our CEO, we are looking for an experienced Care Manager, who shares our values and who can provide excellent leadership and support to our committed team to ensure the ongoing delivery and development of excellent services.

You will have drive, energy, enthusiasm and a clarity of vision to play a key role in the delivery of our service.

Supporting our Team Leaders, you will have lead responsibility for service delivery to meet and exceed National Care Standards.

This post is suitable for someone wishing to be creative and entrepreneurial and able to take on strategic leadership.

You will be expected to either hold the qualifications required for registration with the Scottish Social Services Council.

Membership of the PVG scheme is also a requirement of the job.

A job description and person specification are attached, and any informal enquiries about the post can be sent by email to [janet@helpltd.org.uk](mailto:janet@helpltd.org.uk)

**Organisational overview**

Support Workers

Administration Assistant

Operations and Finance Manager

Head of Services

CEO/General Manager (and Company Secretary)

HELP Board

Team Leader Dunoon

Team Leader Bute

**Key Duties and Responsibilities**

**Strategic Leadership**: Maintain awareness ofHealth and Social Care infrastructure and developments across HELP’s locality by maintaining effective networks. Maintain an oversight of (and respond effectively to) changes and developments in national and local policy and legislative changes in relation to homelessness, housing, addictions, Social Care, Equalities, Mental Health, Health & Safety, Human Resources, etc.

Lead on service design, and development of models of practice.

**Management:**

* Lead on the development and continuous improvement of HELP’s practice standards, policies, procedures and protocols.
* Develop, monitor and manage all organisational budgets.
* Provide line management, supervision, and support to Team Leaders.
* Manage and, where appropriate, audit and improve the daily flow of work across the service.
* Plan and ensure the delivery of any training or staff development activities to ensure the potential of individuals is maximised and HELP meets our operational standards.
* Make day-day operational decisions on service delivery issues, demonstrating an ability to prioritise, use your own initiative and the effective use of problem-solving skills and abilities.
* Support the gathering and analysis of the relevant organisational performance, quality and outcomes data to enable both contractual and organisational service reporting frameworks.
* Timeous escalation of issues to the Board, and involvement in the planning of and then the implementation of necessary changes and improvement work.
* Oversee the planning of the recruitment and induction of staff, students and volunteers as required.
* Undertake the writing and development of re-tender exercises, new tender opportunities and/or funding proposals.
* Promote and market the work of the organisation to maintain a high level positive local profile.
* Oversee the management of operational health and safety matters.

**Services and Role**

The service offered to young people falls into four main themes. You would hold responsibility for the overall management of these,

**Housing Support**

* Ensure that the services team meets the requirements of the Housing Support contract and records of outcomes being met are accurately and timeously recorded and monitored.
* Be the point of contact for all contracts.

**Skills Development**

* Working in partnership with the team, other stakeholders and local employers, plan, set budgets for, promote, deliver, review and evaluate our skills development programme.
* Oversee and report on the HELP Community Taskforce and provide line management to the supervisor.

**Health and Wellbeing**

* Plan, set budgets for, promote, deliver and review our Health and Wellbeing programme in partnership with the team.

**Information and Advice**

* Working in partnership with stakeholders, plan for and support our information and advice function.

**Staffing**

* Develop and monitor a workforce plan and budget to ensure that HELP has sufficient, suitable confident and capable staff to run our services at all times.

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualifications | * A Management qualification satisfying SSSC requirements or ability to work towards this. | * SVQ Level 4 – must be achieved with 2 years. * A recognised Management Qualification. |
| Knowledge and Experience | * Good awareness of issues relating to homelessness. * Effective numeracy/data interpretation skills. * Experience of managing staff. * Experience of tender/funding application processes and project development. | * Understanding of housing related matters within the local area. * Understanding of the benefit system, as it relates to 16 to 25-year-olds. * Experience of running a similar organisation |
| Skills | * Excellent relationship building   and networking abilities.   * Proactive in identifying areas for improvement and able to implement creative solutions. * Able to develop clear, realistic, timely plans to produce desired results and ensures that action is taken to manage changes as they arise.   Ability to communicate objectives to the team in a straightforward and practical manner.   * Excellent IT skills including the use of Microsoft word, excel, and PowerPoint. | * Proven change management skills. |
| Attributes | * Is a solution focused and a strategic thinker. * Demonstrates an empathy for others. * Excellent verbal and written communication skills including presentation and negotiating expertise. * Enthusiastic, energetic and passionate. * Can demonstrate constructive self-reflection and resulting improvements. * Is open to positive and constructive feedback from others. |  |
| Other | * Delegates effectively and motivationally. * Commitment to continuous personal development. * Able to commit to an organisational culture which values continuous professional development. |  |

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may, from time to time, be asked to undertake other reasonable duties.

Informal enquiries, and applications can be made to Mrs Janet MacKellar, [janet@helpltd.org.uk](mailto:janet@helpltd.org.uk)