



## Job Description

**JOB TITLE:** *Service Leader*

**REPORTS TO:** Head of Service

**SALARY:** £34,701 - £40,508

**BASED:** North Lanarkshire Services

**HOURS:** 37.5

**CLOSING DATE:** 23/5/25

**INTERVIEW DATE:** 5/6/25

**JOB PURPOSE:** To lead and develop 2 small teams across 2 small supported accommodation services that support 8 individuals. This is an opportunity to deliver life-changing and quality services to people affected by homelessness. To create a culture that recognises the team, its strengths, and its roles as leaders in every interaction through professional empowerment and risk-informed decision-making at the front line where it matters. Works within your discipline to promote and create a culture of real participation, putting the people we support at the heart of what we do and how we do it. Works well with all key partners to develop effective, sustainable relationships. Ensure people development and engagement to develop and build capacity to support the strategic vision. You will be part of a wider leadership team who support on average 230 people per week

### Inclusion and Participation

- Builds local partnerships to understand the needs of each service locality
- Really understands own area of discipline and assists on building and developing insight and understanding of causes and effects of homelessness in Scotland – and causes and effects associated
- Promotes professional autonomy and drives a positive culture which takes ownership of actions
- Creates a culture of shared learning using technology to support our workforce to maximise efficiency and be able to support people better
- Takes a 'no decision about me without me' approach to service user involvement

### Warmth & Regard

- Leads by example using values, decorum and ethos of SCS
- Thinks and plans operationally ensuring all resources are supported and accountable
- Enables supported intelligent and justifiable risk taking
- Recognises and values everyone (equality and Diversity)

- Takes difficult decisions sensitively and with due regard to others

### **Supportive & Ambitious**

- Able to lead and manage a diverse team, ensuring that you empower and delegate effectively
- Leads and guides the team whilst supporting continuous improvement and development, develops and identifies team leadership capabilities promoting ownership of the vision
- Ensures professional practice in line with National Codes and Standards to drive quality services

### **Partnership & Collaboration**

- Ability to translate evidence into practice and outcomes
- Passionate advocate and committed to supporting people through change positively • Develops and maintains locality partnerships and networks to support and promote sustainable growth
- Ability to engage and communicate with all key partners positively and with confidence
- Influences but also understands the values and perspectives of others

### **Personalised and Creative**

- Innovative and solution-focused, creating support to enable employees to deliver excellent, quality services
- Excellent people management capabilities that deliver evidence-based outcomes for service users
- Adaptable and flexible to meet the needs of the service as well as supporting strategic aims
- Demonstrates and promotes resilience in self and employees, especially in crisis situations
- Promotes opportunity for services using communication tools, including social media, to ensure maximum reach
- Covers management on-call

### **Digital Responsibilities**

There are three expectations we have of you. You must:

- Embrace technology in delivering your role,
- Support service users, staff and volunteers to become digitally included, and
- Play an active role in our social media strategy

Some of the people we support have little experience and knowledge of the internet and using email. You will be expected to help them connect, understand and be safe whilst promoting digital inclusion for people furthest away from the digital age.

Our Management Information system is Netsuite. You will be trained in using Netsuite and its application.

We use various forms of social media to inform, communicate, gather support and share

what we do including websites, youtube, Facebook and Instagram. We expect everyone to share what we do through these media outlets and senior staff are expected to create blogs, videos, information pieces and news items.

### Personal Specification

	<b><i>Essential</i></b>	<b><i>Desirable</i></b>
<b><i>Training &amp; qualifications</i></b>	SSSC recognised practice qualification and SVQ 4 Care Services Leadership or willing to work towards	Trauma, Psychological awareness. Mindfulness Management at SCQF Level 10, or willing to work towards.
<b><i>Experience</i></b>	2 to 3 years' experience of Leadership within a social care environment supporting people in the community and/or supported accommodation Able to translate operational aims and objectives into innovative and evidence based outcomes to support better life chances and options Able to lead and direct people to deliver excellent, professional services in line with National Codes and Standards Managing a team of agile employers and workers in a very fluid environment which requires quick decision making	Demonstrate relevant knowledge of Mental Health issues and the impact on individual's ability to make positive decisions  Experience of supporting young people who have been looked after and accommodated
<b><i>Knowledge &amp; Skills</i></b>	Excellent at managing all resources including time, money and people Good knowledge and understanding of causes and effects of homelessness Empowers others to take calculated/informed risks by empowering and building their confidence Effective communicator face to face and in writing and uses effective communications, including social media to promote and influence the service and its activities Adaptable and flexible to meet the needs of the service Good partnership networks	Understanding of trauma, addictions, and mental health

<p><b><i>Personal</i></b></p>	<p>Is positive, leads by example and influences people in a way which develops others in their leadership capability Encourages a culture of ownership, accountability and is able to motivate others to build effective teams Is credible and able to influence a professional team by supporting, coaching and mentoring to build professional capacity</p>	
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