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**Job Description**

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| Job Title | **Project Manager**  **Family Recovery Everyone Everywhere – (FREE) Service**  **South Lanarkshire** |
| Salary | **£35,000 – 36500.00 per annual (37hrs per week)** |
| Type of contract | **18 Month Contract (minimum)** |
| Closing Date | **Friday 13th June 2025** |
| Return address for Applications | **Email :** [**admin@mysupoortday.co.uk**](mailto:admin@mysupoortday.co.uk)  **Postal Address:**  My Support Day  Room 4  Hamilton Accies Business Centre,  5 Cadzow Avenue,  Hamilton.  ML3 0FT |

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| Core purpose of Job | My Support Day is a charity based within South Lanarkshire which supports family’s, young people and loved ones who have been affected by someone else’s substance use. The support is person cantered, and individuals are supported via 1:1, support group both face to face and online.  My Support Day is in partnership with Liber8 to deliver the commissioned South Lanarkshire Alcohol and Drug Partnership (SL ADP) service ***FREE – Family Recovery Everyone Everywhere***. This service is based across South Lanarkshire to access one-to-one support, group support, learning and development and events for the whole family. There is a new workstream recently added to the project for young people age 12 – 26 affected by someone else’s substance use – **FREE Routes**.  This service will also offer counselling, mediation and therapeutic services to Individuals using the service which can tailor their support to suit their needs.  My support Day is seeking to recruit a Project Manager for the new FREE Service who can effectively make plans that support project goals and manage the team to perform efficiently. They will work diligently to keep their team engaged, motivated, and focused on the task at hand whilst working in line with not only local but also national strategy with focus to embedding a Whole Family Approach and Family Inclusive Practice throughout South Lanarkshire Community. To achieve this the Project Manager will ensure that staff and volunteers go through a comprehensive training to enable a high quality of support given to families and individual that have been affected by someone else’s substance use. The Project Manager will be responsible for raising awareness of the FREE Service and working collaboratively with the South Lanarkshire families and individuals, community members, statutory services, third sector organisations. |

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| Organisational Position | Reporting directly to the CEO, the Project Lead is expected to work with minimum supervision and take on responsibilities of all relevant operational day to day decisions of the FREE Service as delegated by the CEO.  You will be expected to perform key activities to an enhanced level and take the lead. You will provide some management duties for the team and coaching and mentoring services to colleagues. |
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| Job Tasks | ***Organisational & strategic leadership***   * Ensure the Free Service is effectively managed. * Develop and maintain relationships and collaborative working with other commissioned services, Statutory and 3rd sector services and other relevant associated agencies, organisations. * Promote a trauma informed environment.   ***Management Tasks (including but not limited to):***   * Provide clear leadership, develop, and support staff * Provide regular supervision and annual appraisals to staff that directly report to you * Mentor/Coach staff and volunteers with day-to-day enquiries in implementing effective, high-quality support to families and loved ones how have been affected by someone else’s substance use. * Ensure ongoing weekly staff teams meetings take place and provide opportunities to review service demand and capacity * Complete service quarterly and yearly reports to South Lanarkshire Alcohol and Drug Partnership * Data capture and analysis * You will have specific delegated authority for:   + Health & Safety   + Complaints handling   + Safeguarding monitoring (child and adult protection)   ***Service Provision:***  Participate in staffing the duty service as required to provide emotional, practical support and information at point of contact i.e. in person or telephone to families or loved ones that have been affected by someone else’s substance use.   * Help develop positive working relationships with key partner agencies and stakeholders, Families and individual who may access the FREE Service. * Actively participate in the general day to day running of the service * Actively participate in implementing and overseeing sound policy, practice and procedure in health, hygiene and safety across FREE Service. * Liaise and work collaboratively with all FREE workers to ensure the smooth running of the service and provision of integrated family support. * Organise and facilitate Developmental Group Work encourage full-service user participation as required. * Promote the work of the FREE service in the local and wider community, helping to raise awareness of Family Support and Family Inclusive Practice attending appropriate meetings and events on behalf of the FREE Service as required. Take part in preventative, educational and multi-agency work. * Promote the work and role of the FREE Service as a Project Lead organisation under the direction of the CEO. * Work within and comply with organisational policies, procedures legislation. Participate in development, monitoring and evaluation of the service as required. * Perform administrative tasks in a timely way to ensure smooth running of the service. Provide quantitative and qualitative information on support and related issues regularly and written reports, as required. * Support colleagues in achieving team and FREE service objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate. * Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work. * To continually embed a Whole Family Approach and Family Inclusive practice across South Lanarkshire Community. * Ensure the smooth running of the delivery of the FREE Service, supporting families, young people and individuals being affected by someone else’s substance use. * Oversee the new FREE Routes young person’s project. * Plan and coordinated Naloxone training and distribution to families and community members across South Lanarkshire Community. * Plan and coordinate specifically planned educational , informational sessions and family friendly events for families and loved ones affected by someone else’s substance use. * Managing a staff team including coordinating staff holidays, scheduling staff Rota’s and staff work appraisals. * Managing, recruiting and developing volunteers. * Attend strategic and stakeholder meetings. * Raise awareness and profile of the FREE Service to stakeholders, statutory, 3rd sector and community service. * Ensure that all workstreams for the project are delivered on-time, within scope. * Developing project scopes and objectives, involving all relevant stakeholders and ensuring [technical feasibility](https://resources.workable.com/digital-project-manager-job-description). * Ensure resource availability and allocation * Measure project performance using appropriate systems, tools and techniques such as;   ▪ Annual Service Plan  ▪ Risk assessment  ▪ Project Action Plan  ▪ Service user surveys / Focus groups consultations  ▪ Self-reporting measurements / Assessments  ▪ Outcome Star/ CORE34Family  ▪ The Most Significant change (MSC) technique.  ▪ Case notes   * Report and escalate to management as needed   The above list is indicative only and not exhaustive. The Project Lead is expected to carry out all such additional duties as are commensurate with the role. |

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| Authority Levels | |
| Financial and tangible resources | You have direct authority to commit money within the limits defined in the finance policy.  You recommend procurement of equipment (and any other assets) as part of the strategic planning within the management group. |
| People | You draw on your experience and knowledge in providing guidance to staff.  You are authorised to approve annual leave to the teams that you manage and to oversee the duty rota and the office cover is covered and maintained. |

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| Accountability | |
| Freedom to act | You will negotiate with the CEO to identify your own work priorities.  You lead and facilitate work to implement the strategic plan and you steer the work of your direct reports. You balance the prioritisation of a broad range of objectives. You meet the agreed strategic objectives relevant to your own work area.  You contribute directly to the development, implementation and review of the strategic plan and you report progress through the regular schedule of management group meetings. The CEO as your line manager provides you the support to do your job and formal supervision. |
| Risk management | As a member of the senior management team and specifically for those areas of work within your remit, you take a lead in anticipating and managing risk and change within a complex environment, working with a high level of authority.  You network extensively with other professionals and decision makers to help manage that risk and change. |
| Level of problem solving required | You regularly apply creative or adaptive thinking to develop imaginative new concepts or long-term strategies. You also have to balance this against practical issues of delivery management. You have to manage conflict effectively and consistently and be sensitive to the emotional needs of those who report to you and the wider team. |

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| Communication | |
| Subject complexity and expertise | You have to understand and interpret a wide range of documents, including a broad range of research reports, policy documents and draft legislation. |
| Contact inside the organisation | You give sound and persuasive advice to direct reports and the wider team on complex issues across the full range of organisational activities. You challenge existing ways of working and help develop organisational strategies to meet changing needs. |
| Contact outside the organisation | You consult and influence a wide range of stakeholders on issues, including Statutory services, third sector services and community members. |

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| **What My Support Day is looking for.** | **Essential/ Desirable** |
| **Experience, Skills & Knowledge** | |
| ***People Management*** | |
| Skilled in managing people with direct supervisory experience | Essential |
| Experience of successfully managing change and introducing new ways of working | Essential |
| Ability to create a supportive and performance focused team | Essential |
| Good communication skills both written and oral with the ability to express ideas clearly and succinctly | Essential |
| Experience of developing learning materials and delivering training | Essential |
| Experience of working with families and young people. | Essential |
| ***Operational Management and Planning*** | |
| Experience of developing, monitoring and evaluating organizational plans | Essential |
| Experience of developing and delivering services focused on families and loved ones affected by someone else substance use / alcohol and drug sector. | Essential |
| Experience at working at a strategic level | Essential |
| Working with individuals with complex needs. | Essential |
| Understanding of a Whole Family Approach | Essential |
| Knowledge of Families rights as carer | Desirable |
| Knowledge of South Lanarkshire alcohol and drugs services | Essential |
| Knowledge of reporting and accurate recording of KPI’s | Essential |
| ***Relationship Management*** | |
| Experience of, and able to work positively and collaboratively with, partners and stakeholders, statutory and 3rd sector services. | Essential |
| Experience of external communications e.g., media, publicity, Website | Essential |
| ***Training Provision*** | |
| Experience of developing training materials | Essential |
| Experience of delivering training | Essential |
| ***General*** | |
| Knowledge & understanding of Whole Family Approach and Family Inclusive Practice | Essential |
| Capable of using own initiative and meeting tight deadlines | Essential |
| Knowledge of Scottish legislation, policy and government strategy related to Whole Family Approach and Family Inclusive Practice | Essential |
| Knowledge of local and central government decision making strategies and how to influence them | Desirable |
| **Qualifications** | |
| Requires a degree level qualification and Qualification or can give extent evidence of working in a similar or same field of work within the alcohol and drug sector. | Essential |
| **Other** | |
| Ability to work flexibly and to attend occasional evening and weekend meetings | Essential |
| Skilled in use of IT for self-management e.g. Microsoft, excel, email and internet | Essential |
| Ability to give regular and effective service | Essential |
| Ability to travel regularly within the South Lanarkshire Community. | Essential |
| Hold a current UK driving license and have access to a car. | Essential |

**What we offer**

We offer a great benefits package to our employees which includes:

-28 days paid holidays and 10 days public holidays a year – pro rata for part time staff.

- Extensive training opportunities within the drug and alcohol sector