

Job Description: Service Manager

Job Title: Service Manager

Salary: c.£37,000

Contract Type: Permanent

Hours: 35

Reporting to: Chief Executive Officer

Line management responsibilities: 7 Information and Advocacy Workers

Office base: Royal Hospital for Children & Young People Edinburgh

Job Purpose:

To manage the delivery of Kindred's front-line services ensuring outstanding outcomes for our services users. Ensure staff are fully trained and supported and the quality of their work meets the required standards.

To act as a member of the senior management team of Kindred and contribute to the strategic development of the organisation, particularly with regards to building effective relationships with clinical and allied Hospital staff, social workers and other partner organisations such as EDAN HUB partners and Edinburgh Children's Hospital Charity.

Key Responsibilities

- Manage the development of Kindred's services, including identifying unmet need, monitoring, and maintaining standards in line with contractual agreements, and good practice
- Provide leadership, management, coaching and support to the team members,
- Measure the impact of our work in a creative and ethical manner ensuring lessons learnt are identified and taken forward, reporting on outcomes and progress towards strategic objectives.
- Further develop a range of support services and to meet the varied needs of our service users

- Maintain and build relationships with a broad range of public, private and Third Sector organisations, including NHS, schools, community groups and others
- Use the evidence of impact of our work to influence policy and best practice within Scotland
- Ensure organisational and local safeguarding and health & safety policies are adhered to and effectively implemented
- Contribute to the budget development process by identifying expected changes in the service, its environment and other factors that may be relevant to the preparation of its budget.
- Ensure highest standards of child protection and safeguarding are maintained at all times, in line with company policy.
- Develop and maintain good working relationships and influence with stakeholders and the local community, raising the profile of the organisation and increasing awareness of Kindred's work, alongside the service development manager.
- Ensure quality assurance processes are in place to continuously improve standards of service delivery
- Respond to, and resolve appropriately, public or service user complaints.
- Represent Kindred at appropriate partnership events

Person Specification

Criteria - Essential	Essential	Desirable	Evidence
Proven track record of day-to-day management of a support provision	✓		A/I
Experience of ensuring child protection and safeguarding	✓		A/I
Demonstrable ability to build and sustain networks with professionals at senior/director level and key influencers.	✓		A
Familiarity with Microsoft programs	✓		A
Strong administrative and organisational skills	✓		A

Financial understanding and knowledge of managing a budget within agreed parameters	✓		A
Resilient, able to work in a frequently changing environment with competing priorities.	✓		A/I
Self-starter, comfortable working on own initiative and without close supervision.	✓		A/I
Ability to develop creative approaches and solutions to problems and situations.	✓		A/I
Qualified to degree level (or equivalent professional experience)	✓		A
Desirable			
COSCA Counselling skills qualification or equivalent		✓	
Knowledge of the disability charity landscape within Scotland		✓	A/I
Experience caring for a child with complex health and support needs		✓	A/I
Experience leading Independent Advocacy services		✓	A