

Job Description

Service Manager - Inclusion

Falkirk Services

Full-time -37 hours per week

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

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 mission: To tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Compassion | Respect | Integrity | Innovation

Read more [about us](#) and our values

1 Overview

Cyrenians take a Public Health Approach to Homelessness Prevention, and our Justice & Inclusion pillar provides early intervention services in the Falkirk area. The pillar is led by a Senior Manager and two Service Managers (Justice & Employability and Inclusion) and supported by a Community Learning Hub Coordinator.

About Falkirk services

Cyrenians' Community Learning Hub (Arnotdale House) provides a range of services that support people of all ages, circumstances and backgrounds to improve their health, wellbeing and educational outcomes through sustainable routes to employment, overcoming challenges and finding opportunities to progress.

The Hub is also open to members of the public, with function rooms available to hire for a range of activities.

Inclusion services – comprise of several discrete projects that aim to support people in the Falkirk area to overcome multiple barriers, achieve positive outcomes and integrate into their communities.

Community Links Service is delivered in partnership with GP practices and the third sector to support people, experiencing a range of issues to live well through strengthening connections between community resources and primary care.

Hospital In Reach is currently part of the Ask and Act pilot funded by Scottish Government and operates from Forth Valley Royal Hospital in Larbert. The Hospital In Reach team connect with people experiencing

homelessness who have been admitted to hospital, ensuring that their treatment, care and discharge planning recognises they are without a settled home.

Key to Potential is focused on three local secondary schools: Falkirk High, Denny High and Grangemouth High. This service provides targeted outreach support to young people who are due to leave school and are most at risk of not progressing into a positive destination and/or have had limited careers support due to disrupted education or long-term non-attendance.

Young Adult Project (YAS) directly addresses the critical need for authentic social interaction and face-to-face communication among young adults. This service reduces social isolation and empowers individuals to develop strong communication and resilience skills through structured activities and community involvement.

Keep In Touch (KIT) is a unique 1:1 suicide prevention service that offers prompt alternative community-based support which promotes positive mental wellbeing. It is specifically designed to bridge the waiting gap between Primary Care referral into specialist Secondary Care supports like psychology and psychiatry.

About the role

The role will provide strong leadership in four key areas:

- **Partnership** - playing an integral role in our partnership relationships ensuring shared decision-making, knowledge exchange and a collaborative approach to service development
- **Monitoring and Evaluation** - lead on the collection, analysis and reporting of service data to demonstrate our impact
- **Staff management** – ensuring a team of outreach practitioners, working in health, homelessness, mental health, are supported to carry out their jobs to a high standard.
- **Service management** – ensuring services are compliant and delivered effectively within the resources available

In addition to this, the role will work closely with the Senior Service Manager to identify and respond to funding opportunities that will aid the growth of these areas of our work. You will have a good understanding of the Forth Valley area, including the organisations operating there, and be able to use your skills, knowledge and contacts to support Cyrenians in our mission to tackle the causes and consequences of homelessness.

2 Tasks and Responsibilities

Manage people and resources to deliver on operational plans

- Provide operational management for all Inclusion services
- Manage a team of staff within the relevant HR policies and procedures of the charity
- Provide regular one to one support meetings for staff you line manage, as well as their Annual Learning Reviews

- Ensure all staff in the team have the required skills and competencies to plan and monitor their work, including safeguarding and lone-working policies and practices
- Ensure staff have skills and learning opportunities to be highly effective in their roles, ensuring mandatory training is completed
- Coordinate regular team meetings, being creative to optimise attendance and participation
- Identify and promote shared learning and reflection opportunities such as case management discussions and reflective practice.

Ensure compliance and standards are met

- Ensure all areas of activity meet and, wherever possible, exceed contract and funding compliance, including working within budget and making best use of resources available
- Keep up-to-date service plans for each area of activity, including risk assessments
- Be a point of contact and provide support to the team for any safeguarding matters.

Monitoring, reporting and evidencing achievement

- Ensure all activity is appropriately monitored and reported on, evidencing impact in line with Cyrenians' Evaluation Framework, and disseminating results
- Provide relevant monitoring information to funders and commissioners
- Provide regular reports on activity and impact to relevant internal and external audiences
- Market services where appropriate, including contributing to high-quality marketing materials if needed and other profile building activity across the pillar
- Provide support to staff in the use of Lamplight and Outcomes star (data management and distance travelled tools used by Cyrenians)
- Ensure that equalities information is collected, analysed and shared with the team to support equalities impact assessment and service improvements.

Relationships

- Liaising with key representatives of funders and commissioners
- In conjunction with the Senior Service Manager, design and deliver regular presentations on Cyrenians' strategic approach and inclusion services.

Network, update and feed into key market intelligence

- Working closely with Cyrenians' colleagues, maintain and develop strong working relationships in the local area with statutory partners (such as Forth Valley Health and Social Care Partnership and Falkirk Council) and the third sector (such as, CVS Falkirk and District and FDAMH, Falkirk's Mental Health Association)
- Ensure team members are involved in the relevant markets and networks, managing knowledge across the immediate team and wider staff group.
- Keep up-to-date with changes and developments in the field through attendance at relevant health and wellbeing networks; good practice visits to partner organisations; timely response to potential opportunities and reading relevant publications.
- Use Cyrenians' collaborative working approach to enhance partnership working with other agencies to support the delivery of high quality and values-led services.

Funding and Resources

- Work with the Senior Manager to set budgets and ensure that financial resources are well managed
- Oversee budgets and ensure services are delivered within their resources
- Identify and respond to funding opportunities which add value to the projects overseen
- Lead on relevant funding applications and tender exercises to ensure the continued delivery and development of activity.

Service Development

- Identify and develop business opportunities and follow up on openings that can create new, and expand existing, activities and services.
- Support Cyrenians to implement new initiatives which meet new and emerging needs.

Other

- Maintain an individual work plan which is consistent with the overall service plan.
- Participate in annual review and supervision sessions.
- Complete mandatory compliance training and undertake other training identified as appropriate to the project's needs.
- Participate in, and contribute to, Cyrenians' management team meetings.
- Ensure organisational policies and procedures are followed.

Lone worker system

Along with fellow managers, the postholder will monitor use of the Falkirk lone worker system (using What's App) and ensure it is fit for purpose and used appropriately by staff.

This may include occasional evening and weekend cover during sickness or annual leave. Time of in lieu is given for any out-of-hours tasks carried out when providing cover.

Practical considerations

The postholder will primarily be office based at the Community Learning Hub, Arnotdale House, Falkirk. The office is on the first floor of a historic building. Office space is accessible by stairs, however there is also ground floor entrance and a lift for additional access.

Services are delivered across Forth Valley so you will also be required to travel by public transport, or using your own vehicle, as part of the role.

3 Person Specification

Essential experience, skills and attributes

- Proven experience of delivering and managing frontline services.
- Strong leader, able to support staff who are working with people with complex needs
- Demonstrable understanding of the challenges faced by those living in areas of deprivation (e.g. isolation, long-term health conditions, trauma, poor mental health, poverty)
- Experience of producing and disseminating powerful reports and impact

information to internal and external stakeholders.

- Experience of securing funding through grant applications and competitive tendering
- Strong networking skills and experience of liaising with a range of stakeholders including local authorities and funders.
- Good understanding of the Falkirk and Forth Valley area
- Budget and financial management experience.
- Excellent IT skills.
- An interest in health inequalities and improvement

Desirable

- Mental Health qualification

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Manager – Justice and Inclusion
<u>Workplace:</u>	Falkirk Community Learning Hub with travel across Falkirk as required for the role. Flexible and remote working is possible, in line with Cyrenians guidelines.
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave:</u>	28 days plus 10 public holidays pro rata
<u>Salary:</u>	£35,978 to £41,000 per annum (scale points 31-36).
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions are 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%)
<u>Duration:</u>	Permanent
<u>Disclosure:</u>	PVG membership for adults and children required

5 Application Deadline and Interview Dates

Closing date:	12 noon on Monday 28 th September 2026
Interview date:	Monday 5 th October at Cyrenians' Community Learning Hub, Dollar Park, Camelon Road, Falkirk
Second stage:	TBC