Job Description

Service lead - Housing first

JOB TITLE:	Service lead
REPORTS TO:	Head of service
BASED:	Edinburgh
SALARY:	£31,756 - £37,071 (FTE based on a 37.5 hr week)
HOURS:	37.5 **HOURS** PER WEEK]
CLOSING DATE:	17th August 2021
INTERVIEW DATE:	25/26th August 2021

Introduction

People are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor what we offer to what people need. We're here to provide consistent, friendly and informed support so that people can explore options and take 'the next step' towards a positive future. We welcome people with a wide range of skills and experiences to our team – including those who have lived through homelessness.

To make a difference we need to work flexibly, with everyday-leadership, humour and a 'can do' spirit. We want to **make it easy**, **make it right**, and **make it happen** – not only for the people we support, but also for each other. Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll. We want people who share these values to join us and become a part of the Simon Community Scotland family.

Job Summary

You'll lead on our life changing Edinburgh Housing First Service at the forefront of its development and growth.

- **place relationships at the heart of all decision making**

- **values drive you to find the difference that makes the difference for people**

- **changes and saves lives every day**

- **support people moving into their own permanent home as quickly as possible**

People are at the heart of everything we do - you will need to be compassionately patient & trauma skilled to assist people to move through their human and system barriers, have an understanding of these barriers,and how to support people to see their own amazing potential

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Our #OneTeam ethos is core to who we are, and it means caring for and supporting each other regardless of our role, service or location. This is how we roll.

As an employer, Leadership and learning is how we link together with our teams, supporting each other to build strong supportive teams, using reflective and evidence based practices to learn from each other and grow together.

CLICK HERE to learn what your future colleagues have said about their induction

As a service leader you will nurture and foster supportive relationships with your team, colleagues and our multi agency partners. You must be committed to the supervision and practice development of your team and model a self directed approach to all you do.

Some more of what you'll need to know

Leading and supporting our teams to support people who have multiple and complex needs, often with significant trauma in their life history and multiple episodes or re-traumatisation. They will often experience service exclusion and self-exclusion from services.

- Typically, people will have significant physical and mental health issues, substance misuse, fractured family relationships, debt/poverty, chaotic and survival lifestyles and often very little hope for their future.

- The team will support people to maintain and live successfully in their own tenancy and support further people currently in temporary and other forms of accommodation who are on a pathway to moving to a more permanent and sustainable solution.
- Provide support over a seven-day period at a time and place that is right for the people we support, including evenings and weekends
- Using personalised budgets to enable Key Workers to fund creative and immediate solutions to challenges and opportunities that people encounter, empowering frontline staff to deliver solutions.
- Facilitating weekly sessions for reflective practice, caseload management and support.
- Service users will on occasions, come in or be in contact with criminal justice services. Having a good working relationship with the teams can be hugely beneficial for service users, so we will make this a priority and build on our existing relationships.
- A 'Working Together Safely Framework' that supports staff and service users apply public health advice and continue to engage in support whilst reducing the likelihood of Covid transmission will be implemented

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You will report to the **Head off Service** and work in harmony with **Strategic Lead** and other service leads in your area and will look outwardly to develop your practice area in partnership with the Our Multi agency partners

Responsibilities

Your key responsibilities in this post are as follows:

Warmth and Regard
- 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
- Recognising and valuing everyone (Equality and Diversity)
- Treating people with kindness, dignity and respect
- Acting with compassion
- Showing warmth and welcome to everyone
- Taking difficult decisions sensitively and with due regard to others
- Taking a calm, professional and intelligent approach to stigma

Inclusion and Participation
- 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

- Encouraging the participation and inclusion of people we support
- Exploring choices and options with people we support or fellow colleagues
- Making things easy for others
- Embracing technology in delivering your role*
- Supporting clients, staff and volunteers to become digitally included*

Personalised and Creative

- 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
- Innovation and creativity
- Helping to find solutions that are a good fit for someone, irrespective of who they are or the problem they have
- When someone isn't at their best, quickly recognising there's probably something else going on, and finding ways to respond with care

Supportive and Ambitious

- 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 othe
- Helping to bring hope through our words and actions
- Helping to build trust
- Being supportive and showing care

Partnership and Collaboration

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
- Fostering positive relationships with our partners
- Building team togetherness and collaboration
- Fostering a positive problem-solving vibe

Leadership and Learning

- Making things happen
- Motivating and inspiring others
- Taking time to reflect on what's working and what isn't

- Taking care of our 'places and spaces' so they feel tidy and welcoming
- Asking for help and learning to do things better
- Playing an active role in our social media strategy*
- **Registered Manager**
- Where the postholder is the Registered Manager for a branch they have delegated authority over staff of a similar grade. It is the legal responsibility of the Registered Manager to ensure that the branch satisfies all regulatory, legal and compliance requirements of a registered service. Service Leaders within the branch maintain responsibility for their own sphere of influence but are required to report to and act upon instructions from their Registered Manager
- It is an expectation of the role that Service Leaders should be qualified and hold suitable registration with SSSC in order to take on the role of Registered Managers. Staff without the necessary qualifications must be prepared to develop in anticipation of this role being a requirement

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*These **core digital responsibilities** are part of every role at the Simon Community.

- **Digital inclusion is embedded as part of our service delivery.** Some of the people we support have little experience and knowledge of the internet and using email. If you are in a frontline role, you will be expected to help them connect, understand and be safe, and promote digital inclusion for people unable to access the benefits of the online world. As a team member, you are also expected to be an 'active learner' yourself and support colleagues' digital learning (e.g. sharing tips or advice on using our systems), so that we all get better at using digital tools.

- **Our digital platform is a key part of our working environment.** Our operating platform is **GSuite**, a cloud based system that will allow you to share files, collaborate, communicate, meet and access the organisation remotely. We will provide you with a Chromebook and android smartphone to do this. Our **Management Information System** (MIS) is Netsuite. You will be trained in using Netsuite and its application. We have a **team intranet** – the IMPACT Platform – for updates, resources and 'all things Simon'.

- **Sharing our work publically helps to change society's misconceptions about homelessness and generate support.** We use various forms of social media to inform, communicate, gather support and share what we do including websites, youtube, Twitter, Facebook and Instagram. We expect everyone to share what we do through various media outlets – e.g. helping to create blogs, videos, social media posts, information pieces and news items. This helps people understand what we do better understand homelessness. This helps grow public empathy for people we support. We also get a huge amount of support from people and organisations so we want to share what we do as a result of that support.

Person Specification

Job Title: [INSERT JOB TITLE]

	Essential	**Desirable**	**Proven by**
Training and qualifications	● SSSC recognised practice qualification and SVQ 4 Care Services Leadership and Management at SCQF Level 10, or willing to work towards.	● Trauma, Psychological awareness. ● Mindfulness ●	● Application
Experience	● 2 to 3 years' experience of management within a social care environment supporting people in the community ● 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 delivering gender specific woman services	● Application Interview
Knowledge and Skills	● 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		
Personal	● 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	●	●