**Assistant Service Manager Role Profile**



Working to Blue Triangle’s values, vision and mission, you will work as part of the local management team providing safe, secure, supported accommodation for homeless people. You will support the Service Manager in the management of a team delivering quality housing support and management service and to support people with multi-complex needs/homeless in crisis and/or previously looked after or accommodated people to build their skills and confidence to sustain their own tenancy.

**OUR VALUES**

Our values are at the core of everything we do. What we do, we do with and out of love and hope. We appreciate each person’s own circumstances, their journey and the future they want to make for themselves. Hope is the thing that helps you keep going; without it we have nothing. At Blue Triangle we are Kind, Passionate and Creative.

**MAIN DUTIES AND RESPONSIBILITIES**

1. To manage staff and others where appropriate (e.g. students, trainees etc.) to meet the objectives of the service, including participation in the recruitment and selection process.
2. To manage the service in the absence of the Service Manager.
3. To assist in managing all aspects of the service in line with Blue Triangle, statutory and legislative requirements.
4. To manage and deliver staff related systems and procedures such as annual leave, absence management, staff meetings, investigations, staffing cover and rotas.
5. To assist the Service Manager to oversee and assess the support, review, monitoring and evaluation through the case management system to achieve a positive person-centred outcome for each supported person in line with Blue Triangle, statutory and legislative requirements.
6. To establish, maintain and develop appropriate liaison contacts with statutory partners and other relevant stakeholders.
7. To develop and promote participation and inclusion within the service, ensuring that the people we support are consulted in service delivery.
8. To ensure that standards of health, safety and security are maintained in all areas.
9. To undertake regular inspections, risk assessments and checks, and actioning/ reporting as required; this includes cleaning duties.
10. To ensure supported people rights are understood and upheld according to Blue Triangle Users Guide, Occupancy Agreement, Blue Triangle, statutory and other legislative requirements
11. To assist the Service Manager in all aspects of quality assurance monitoring both internal and external, and implementing appropriate action plans
12. To assist the Service Manager in maximising the service income, monitoring spend and completing all financial procedures accurately and timeously, liaising with senior management and finance team and relevant external agencies.
13. To represent Blue Triangle on steering groups, local authority meetings and other forums promoting the reputation of Blue Triangle.
14. To undertake any other reasonable duties as delegated by the Service Manager.

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|  | **Essential** | **Desirable** |
| Qualifications/  Education | * SCQF Level 7 in Social Care. | * HNC or SCQF level 8 or 9 in Social Care. |
| Knowledge | * Working with people affected by addiction * Working with people being supported by or receiving inputs from multiple agencies * Person-Centred, Trauma-Informed, and Wellbeing-Focused approaches * Recovery from Addiction & Mental Health * Issues experienced due to trauma and life-impacts * Complex and interdependent factors in people’s lives that prevent them engaging and fulfilling their potential * Tenancy sustainment | * Rights, Respect, Recovery * MAT Standards * Recovery Orientated Systems of Care (ROSC) * Recovery Communities * Harm Reduction Approaches * Issues related to boundaries, attachment disorder * National Care Standards * SSSC Codes of Practice |
| Experience | * Supervising and motivating a team. This can be on an informal basis or out with a work environment. * Team working across multiple partners to promote collaboration and asset sharing * Working with addiction and mental health issues * Working with challenging behaviour * Supporting people to manage their tenancy and connect into their local community * Capturing support outcomes (hard and soft) * Recording information for daily reports, weekly summaries and review updates * Understanding support planning * Working with people who have trauma experienced backgrounds | * Multi-agency partnership working |
| Skills / Abilities | * To see the bigger picture and join the dots * To be creative, to bring ideas, and to be solution-focused to overcome obstacles and challenges * To build trusted relationships with supported people * To be connected with and respected by partners * To be appropriately assertiveness when needed to reduce harm or to motivate for success * To prioritise work under pressure * Planning/organising work schedules * To develop and sustain positive and appropriate relationships with supported people and partners * Ability to motivate people * Ability to identify potential issues * Ability to problem solve * To communicate well in all ways (verbal and written) * Good IT skills | * Identifying need, planning and facilitating inputs for others |
| Personal Qualities | * Personal values in line with Blue Triangle’s values. * Flexible, adaptable and reliable. * Friendly, calm and personable. * Patient, resilient and tolerant. * Sense of humour and always compassionate. |  |
| Personal Circumstances | * Ability to work flexible hours as required. |  |