**Service Manager Role Profile**



Working to Blue Triangle’s values, vision and mission, you will be responsible for providing safe, secure, supported accommodation for homeless people within the service. You will manage a team delivering quality housing support/accommodation and housing management service and to support people with multi-complex needs/homeless in crisis (and/or previously looked after or accommodated young 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 lead, manage and develop the staff team and others where appropriate (e.g. students, trainees etc.) to meet the objectives of the service, delegating tasks where appropriate.
2. To promote and encourage the professional development of staff, including onboarding, supervision, core competencies, in-house training and external training.
3. To ensure adequate staffing cover is provided for the service at all times by appropriate shift rotas and deployment of employees, both permanent and relief.
4. To manage all aspects of the service in line with Blue Triangle, statutory and legislative requirements and take a lead role in the strategic development of the service.
5. To manage and deliver staff-related systems and procedures such as annual leave, absence management, staff meetings, investigations, staffing cover and rotas and ensure that all aspects of administration are effectively and efficiently managed, including the registration of benefits and regular reporting to the Central Support team and all other agencies.
6. To monitor the service’s finances and occupancy levels in accordance with budgeted figures and the correlating policy and procedure on voids.
7. 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.
8. To establish, maintain and develop appropriate liaison contacts with statutory partners and other relevant stakeholders.
9. To develop and promote participation and inclusion within the service, ensuring that the people we support are consulted in service delivery.
10. To ensure that standards of health, safety and security are maintained in all areas.
11. To ensure that acceptable standards of cleanliness and hygiene are established and maintained in all accommodation.
12. To work in conjunction with staff to ensure that the environment and ambience is conducive to the lives of the supported people and is assisting them to prepare for appropriate independent living.
13. To ensure that clear and appropriate communications systems are in place to pass on relevant information regarding supported people to others as appropriate, e.g. incident reports, welfare concerns.
14. To undertake regular inspections, risk assessments and checks, and actioning/ reporting as required.
15. To ensure supported people rights are understood and upheld according to Blue Triangle Users Guide, Occupancy Agreement, Blue Triangle, statutory and other legislative requirements
16. To ensure that information/systems are updated and recorded accurately and to be jointly responsible for the collation of statistical information as discussed and agreed with Blue Triangle and the local authority.
17. To be responsible for the implementation and communication of all regulations and legislation, including environmental health, fire, health and safety, etc.
18. To ensure all aspects of quality assurance monitoring both internal and external, and implementing appropriate action plans are adhered to.
19. To maximise the service income, monitoring spend and completing all financial procedures accurately and timeously, liaising with senior management and finance team and relevant external agencies.
20. To represent Blue Triangle on steering groups, local authority meetings and other forums promoting the reputation of Blue Triangle.
21. To take responsibility and ownership for your own Continued Professional Development and participate in identified training.
22. To participate in on-call duty system as required
23. To undertake any other reasonable duties as delegated by the Regional Service Delivery 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 * Regulatory framework including Care Inspectorate, National Care Standards and SSSC * Sector wide legislative context * Safeguarding/child protection * Local Housing Strategies & RRTP action plans * Benefits system | * Rights, Respect, Recovery * MAT Standards * Recovery Orientated Systems of Care (ROSC) * Recovery Communities * Harm Reduction Approaches * Issues related to boundaries, attachment disorder |
| Experience | * Up to 3 years experience of managing and motivating a team. * 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 assertive 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 * Financial & budget management | * 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 and on-call |  |