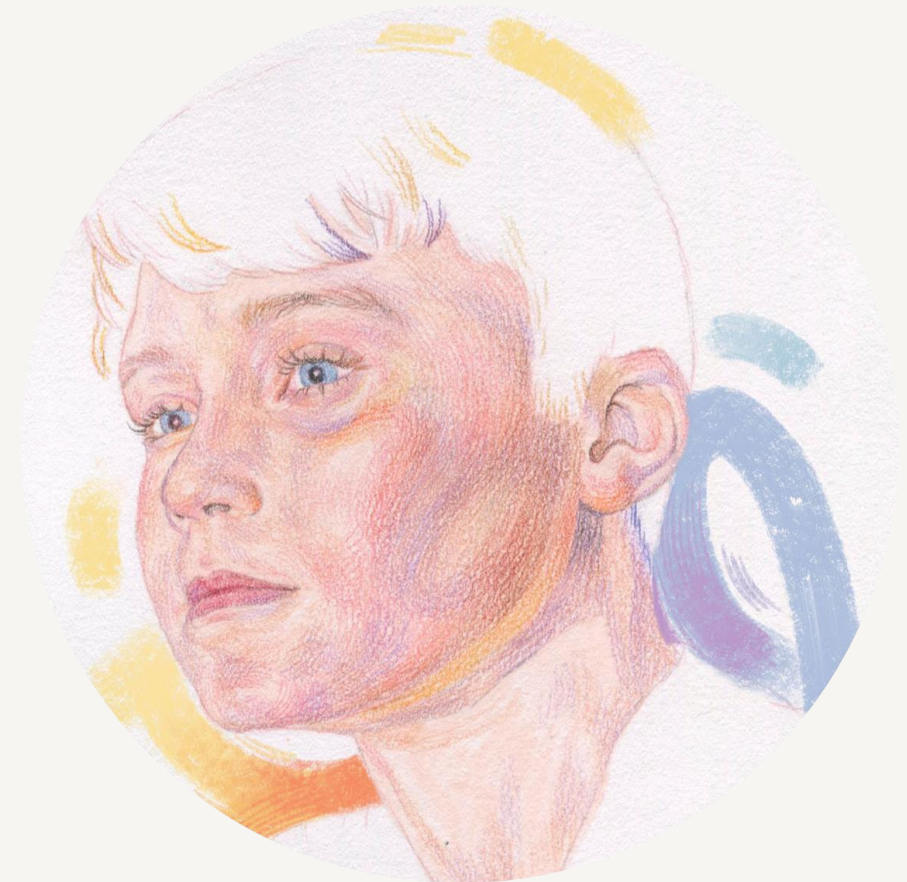


Right
There

Job Pack
Service Manager
(December 2023)



Job Purpose

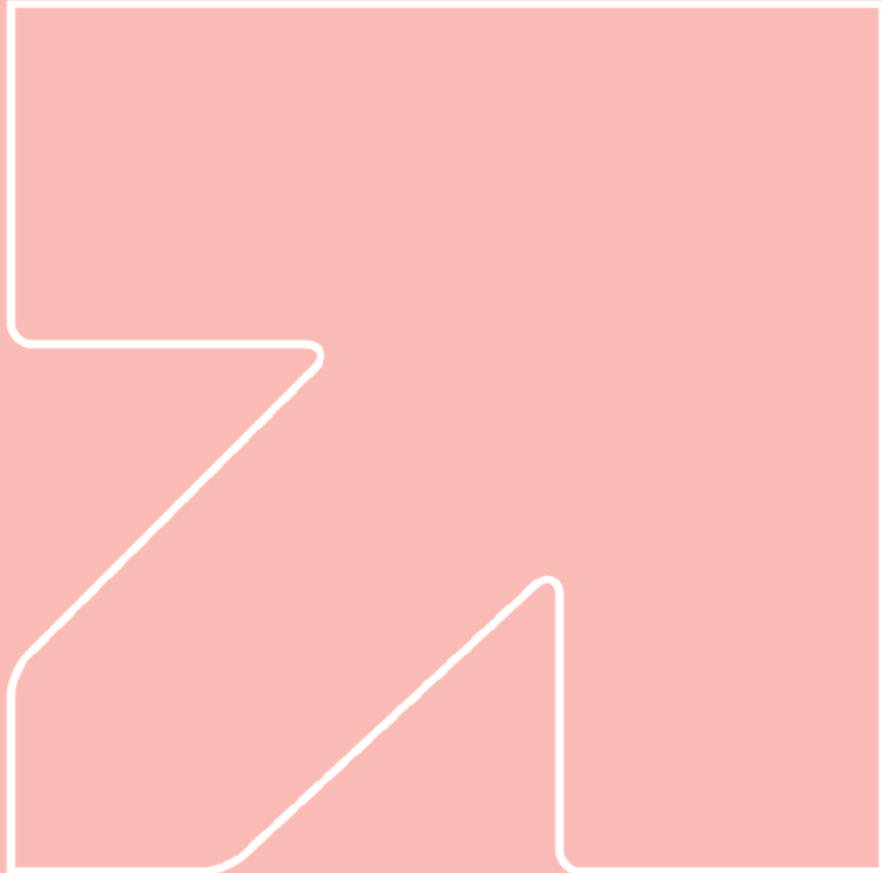
Service Manager



The Service Manager will be responsible for leading service provision in the Highlands (currently Inverness and surrounding environs). This relates to directly managing a 6-bed supported accommodation programme for care-experienced young people together with a young persons' outreach service. In addition, Right There works in partnership in supporting young people who are unaccompanied asylum seekers.

The Service Manager will be responsible for all aspects of local service delivery and will work in partnership with Highland Council and other statutory and non-statutory stakeholders. It is anticipated that the Service Manager will also provide direct support cover when required.

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About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness, and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Main Role Responsibilities

- Provide leadership and act as a role model to Right There staff and those we support.
- Develop positive, respectful and compassionate relationships with the people we support, focusing on their strengths and aspirations as individuals.
- Develop positive and supportive relationships with your staff team.
- Develop strong partnerships with external agencies.
- Have a high standard of professional integrity with colleagues and other professionals.
- Establish clear professional boundaries with the people we support.
- Providing support and leadership to Senior Support Workers and Support Workers at the Highland Aftercare and Reach Out Programmes.
- Ensuring person centred planning and unconditional positive regard is undertaken by staff.
- Taking a Psychologically Informed Environment (PIE) approach.
- Ensuring those we support are provided with a high standard of support.
- Arranging and facilitating regular support and supervision sessions with your team members, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Having detailed knowledge of other relevant programmes.
- Ensuring programmes work within budget
- Completing yearly appraisals and personal development plans with your staff team.
- Investigating and resolving any complaints made by the people we support.
- Ensuring staff are utilising support plans to record and assess the progress of the people we are supporting.

Main Role Responsibilities

- Ensuring a safe environment is provided for those we support, our employees, and others, including ensuring a high standard of accommodation is provided.
- Compiling Right There Key Performance Indicators (KPI) and any required local authority returns / reports.
- Reporting to the Care Inspectorate, ensuring all required returns and documentation is completed within agreed timescales.
- Compiling an Annual Review and Business Plan, highlighting the positive impact the programme has had on those we support and the local community.
- Investigating any issues of misconduct within the organisation.
- Representing Right There to other agencies or programmes including Local Authority, Social Work, Housing Programmes and other relevant programmes.
- Actively contribute to your programme and the organisation's development and improvement.
- Facilitate team meetings.
- Attend and participate in training and share learning experiences
- Engage in reflective practice.
- Provide feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There programmes positively.
- Strive for continuous personal and professional development.

Essential skills and experience

- Qualified to SVQ Level 3 in Social Services and Healthcare, SCQF Level 7 or HNC in Social Services or any practice award in the supervisor or manager category
- Knowledge of current relevant legislation, policies and strategies relating to housing, social work, social care and family support services
- Proven track record in effective coaching and people management
- Proven track record in effective programme planning, performance management and quality assurance
- Experience of managing a service
- Knowledge and experience of working to Care Inspectorate Standards
- Flexibility with regards to working patterns
- Ability to respond at short notice to crisis situations



Desirable skills and experience

- Management experience in Third Sector not-for-profit organisation providing social care and support programmes
- Experience of management in the social care sector
- Recognised relevant professional qualification e.g. Social Work/Housing
- Experience of using management information tools for social care
- Understanding of the principles of working within a Psychologically Informed Environment (PIE)
- A driving license and access to a car is beneficial.



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Our Values

Expected Behaviours

RESPECT

- Ability to create an environment which promotes co-operation, trust and open exchange of ideas
- Excellent communication and interpersonal skills which show an understanding of wider organisational best practice

INTEGRITY

- Undertake a leadership role in shaping the ethics, values and vision of Right There by consistently communicating and exemplifying this through best practice
- Ability to build, develop and maintain strong relationships with managers
- Strong influencing skills
- Ability to successfully manage and motivate staff
- Creates a culture where learning and development is promoted and encouraged for the good of staff and services
- Actively contribute to the development of the organisation and of individual services, through supporting operational staff and managers

COMPASSION

- Commitment to provide a culture of safety, fairness and inclusiveness
- Commitment to providing a culture where staff are recognised and rewarded for behaviour and contribution to Right There and our values
- Ensures management supports a culture of wellbeing and performance development in the team
- Provide strong leadership and act as a role model to Right There staff, volunteers and the people we support
- Ability to create an environment that promotes cooperation, trust and an open exchange of ideas

ASPIRATION

- Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives
- Creates a culture where learning and development is promoted and encouraged for the good of staff and services
- Ability to work towards performance targets to achieve agreed results

REFLECTION

- A commitment to our aim of continuous improvement and reflective practice in all areas of our work
- Commitment to continuous personal and professional development

Role Details

Contract: Full time, permanent, 39 hours per week.
Salary: up to £33,000
Reporting to: Director of Programmes

- Working hours are Monday to Sunday – worked flexibly between the hours of 8.00am to 6.00pm, with core hours over the period from 10am to 4pm, with one-hour unpaid break.
- Your core place of work will be 73-77 Old Perth Road, Inverness, IV2 3RH..
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 234 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 312 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

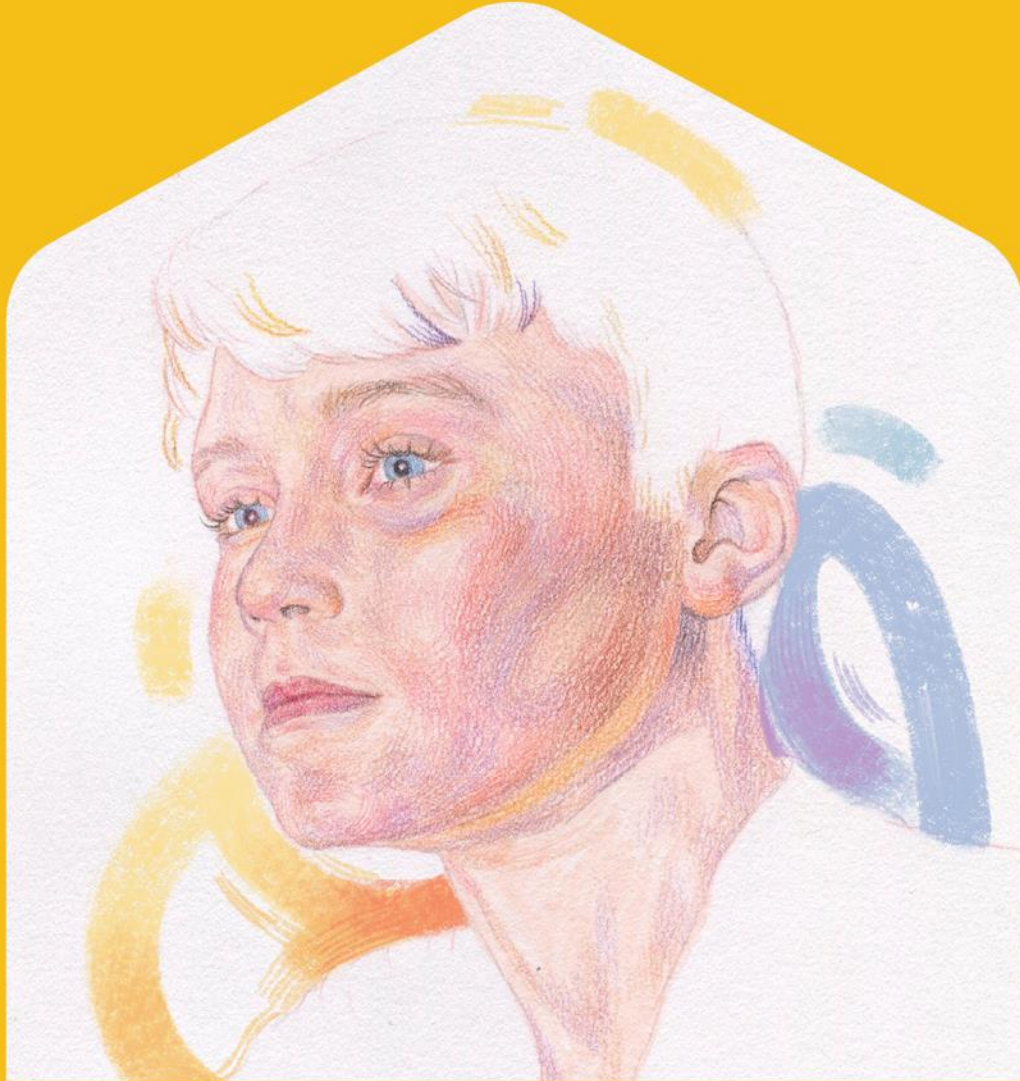
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 5pm on Sunday 7th January 2023

Email recruitment@rightthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**