

Job Description

Post:	Service Lead – Housing Support Service for people aged 26 years+
Responsible to:	Operations Manager
Location:	Ayrshire
Salary:	£25,500 - £28,000 per annum
Contract:	Permanent, full time post (35 hour week)
Closing Date:	Friday 24th September 2021

SeAscape provide an outreach Housing Support Service to people aged 26 and over living in temporary or permanent accommodation in the community where there is a risk of homelessness. Working with people and a range of partner agencies to prevent homelessness where possible, and to achieve a positive outcome, improve tenancy sustainment and prevent repeat homelessness from occurring where homelessness cannot be prevented in the first place.

Purpose of Post

The purpose of the post is to assist the Operations Manager to ensure the effective day to day delivery of high-quality relationship and strengths based housing support services which meets contractual, statutory and performance standards and which meet the needs of people referred to the service.

The duties fall into four key areas:

- Staff management, support, and development
- Effective delivery of the service
- Case Management
- Quality Management

Job Activities and Responsibilities

Supervision of Support Staff

- Lead a diverse team, ensuring that you empower staff and delegate effectively
- Line management, support, and supervision for Support Workers of allocated support teams
- Line manage the refugee resettlement support worker and co-ordinate the refugee resettlement service. Liaise with the SAC Refugee resettlement officer
- Support the Operations Manager and deputise for the Operations Manager in their absence
- Conduct team meetings to update staff on best practice, service users' issues and staff issues
- Manage staff Rota's, ensuring annual leave and sickness and other absences are covered
- Assist with the recruitment process as required
- Provide support and guidance to staff
- Oversee support plans and risk assessments for staff who are not SVQ 3 qualified
- Undertake joint visits with support workers to provide support and guidance where appropriate
- Help identify training and practice development needs of self and staff
- Ensure professional practice, in line with SSSC and Care Inspectorate Regulations

Effective Delivery of the Service

- Assist the Operations Manager to ensure that all services are delivered as agreed and in line with all contractual, regulatory and other requirements
- Manage referrals to the service and allocate to the Support Team
- Liaise with South Ayrshire Council Housing and Homeless staff to ensure housing needs are met for service users
- Liaise with other key agencies and staff including Jobcentre Plus, relevant Social Work Services, Health Services, Addictions Services, HMP Bow House, Criminal Justice etc to ensure service user needs are met

- Liaise with South Ayrshire Housing, ESOL (English Speakers of other Languages) and Employability Services, to enhance the delivery of the service for refugees
- Attend South Ayrshire Council service delivery meetings, as required
- Undertake on call duties as part of ongoing Rota as required
- Assist the Operations Manager to identify areas for development and improvement, establishing and maintaining mechanisms for service user involvement in service review and development

Case Management

- Update Better Futures system and associated paperwork
- File audit on support worker case files
- Ensure all housing support staff update and correctly maintain client management system and provide support and mentoring to assist them to do so
- Produce regular reports as required

Quality Management

- Implement quality assurance policy in full
- Identify areas for development within QA and make recommendations for change
- Produce QA reports

Person Specification

Personal Skills and Attributes

- Ability to lead by example and support and motivate staff
- Demonstrate and promote resilience in self and employees, especially in a crisis
- 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
- Ability to work alone
- Ability to prioritise workload
- Willingness to undertake additional training as required
- Excellent IT skills

	Essential	Desirable
SVQ 4 or equivalent		X
Experience of supporting people with complex needs	X	
Good knowledge and understanding of homelessness policy, practice and issues	X	
Excellent interpersonal skills	X	
Ability to work with a wide range of individuals, organisations and agencies	X	
Good time management and organisational skills	X	
Experience of recruitment, training and supporting staff	X	
Leadership and motivation skills	X	
Prepared to operate flexibly	X	
Experience of managing projects or services		X
Understanding of the voluntary sector and social enterprise		X
Good IT skills	X	
Driving licence	X	

CVs can be submitted to recruitment@seascapeayr.co.uk alternatively you can contact Nicola Young, Operations Manager for an informal discussion and to request an application pack.