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**Job Description**

**Job Title: Manager**

**Department: Hillcrest Futures**

**Salary:**

**Responsible to: Area Manager**

**Responsible for: As per line management structure below**

**Organisational Structure**

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**Main purpose of post:**

To provide leadership and management of designated services within Hillcrest Futures.

The manager will lead, manage, empower, inspire, advise, supervise and support the staff teams in their services and ensure that they work to the standards set out by the Care Inspectorate, Scottish Social Services Council, external commissioners and Hillcrest Futures. The manager will be responsible for the overall management and development of the service and liaising with stakeholders to ensure that needs and expectations are agreed and met.

**Main Duties:**

1. Provide professional inspirational leadership and support the development of leadership capacity within designated staff teams.
2. Ensuring effective and empowering communication exists within teams including regular team meetings, support and supervision to all team members.
3. Ensure that staff teams work in a person centred manner at all times.
4. Deploy and manage staff teams within the services efficiently and effectively to meet the needs of the service.
5. To encourage a solution focussed culture within the service.
6. Ensure the aims and objectives of the services, in line with legislative, regulatory, and contractual requirements and best practice appropriate to the service are implemented, adhered to and reviewed on a regular basis.
7. Ensuring that the agreed individual outcomes of service users are met through implementation of the Outcomes Planning Procedure.
8. Develop and maintain effective means of involving service users in all aspects of service development and delivery.
9. Ensure that accurate written/electronic records are kept for the service in line with Hillcrest Futures procedures, and utilise all software packages in use within the service fully and appropriately.
10. Ensure all health and safety policies, procedures and local protocols are implemented.
11. Manage service budgets and contribute to budget planning, budget setting and ongoing budget monitoring through discussions with the Area Manager and the designated officer within the finance department. Report on budget exceptions to Area Manager.
12. Support and promote the acceptance of diversity throughout the service.

13. Manage staff office accommodation and service user accommodation.

14. Identify and assist in the delivery of mandatory training, learning and development opportunities to meet self and individual needs in line with the requirements of the service, Hillcrest Futures, as well as achieve and maintain registration with Scottish Social Services Council.

15. Contribute to the development of company’s policies and procedures.

16. Be responsible for the on-going development, monitoring and review of services, setting and working to targeted KPI’s for growth, outcomes and quality of service.

17. Participate in quality audits of services Hillcrest Futures.

18. Manage staff in line with HR policies and procedures.

19. Liaise with internal and external agencies, and ensure staff liaises appropriately with all stakeholders.

20. Adhere to and promote the Codes of Practice of the Scottish Social Services Council and Hillcrest Futures.

**Service Specific Duties:**

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

**Any Other Duties:**

The post holder may be required to perform duties other than those given in the job description for the post.



**(Support Staff)**

**CONDITIONS OF SERVICE**

**Hours:** 39 hours are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.

**Contract:** This is a Permanent post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.

**Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the Support Worker post for 39 hoursper week is £31,701 - £32,603 per annum

**Sleeping In:** Staff may be required to undertake sleep-in duty in accordance with the project rota. Hours on sleep-in duty are not counted towards normal weekly hours. Payment will be made at £78.75 per night. The sleep-in allowance covers overtime of up to half an hour on night time call out.

**Waking Nights:** Staff may be required to undertake night duties, payment will be at time and a third for hours worked between 10.00pm - 7.00am.

**On Call:** The post holder may be required to carry out On Call duties from home. A payment of £16 per shift will be paid for this.

**Overtime:** Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.

**Pension:** Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.

**Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave:** Theholiday year runs from 1st January - 31st December. The full holiday entitlement is32 days inclusive of public holidays. You will receive an additional 5 days over a period of 5 years up to a maximum of 37 days leave. Unit Managers will commence on 37 days.

**Annual leave is calculated on a pro rata basis for part time staff.**

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions you must declare this on your

**Offenders Act 1974:** application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a

Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**SSSC Registration** Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6 month period, may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Futures.

**Trades Union:** Employee’s have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

**No Smoking Policy:** Smoking is prohibited in all projects and at Head Office. Designed smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Equal Opportunities:** Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date

**C.V.’s will not be considered.**

 **PERSON SPECIFICATION – Manager**

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| Attribute | Essential | Desirable |
| **Experience** | * Demonstrate leadership skills and qualities. * A commitment to person centred care practices * Proven experience in working with vulnerable people. * Previous management and supervisory experience. * A commitment to quality assurance, both internal and external. * Knowledge and experience of budgeting / resource management. * Working knowledge of SSSC Codes of Practice and Care Inspectorate requirements and Health and Social Care Standards * Experience of outcomes focused needs led assessment, planning and reviews * Working knowledge of Health & Safety and Safeguarding processes. | * Proven experience in working on a multi-agency basis * Ability to contribute at a strategic level to ongoing review and development of service provision. * Ability to lead on and participate in service monitoring, review and development * Working knowledge of housing management / landlord functions. |
| **Proven competencies** | * Effective verbal, written communication and presentation skills * Demonstrate a high degree of emotional intelligence * A commitment to person centred practices * Demonstrate the ability to empower and inspire colleagues * Effective IT skills * Flexible, person centred, outcomes focused approach to working with people * A commitment to delivering high quality services * A creative and supportive leader of change * A proactive and supportive manager * Ability to induct, supervise, support, appraise and performance manage staff * Ability to take responsibility and make appropriate decision * Ability to identify and create positive working relationships with staff and relevant other agencies * Ability to create positive learning and development opportunities for staff and arrange delivery of service training needs * Ability to coordinate the work of teams and team work plans/service improvement plans * Demonstrated ability to ensure an inclusive and proactive approach to service user involvement | * Ability to contribute to the ongoing development of services and the organisation * Knowledge of local resources * Ability to contribute to development and delivery of training to staff team, and organisation wide * Experience of business development and ability to meet targets and report on KPI’s * Driving licence/use of car. |
| **Education/Qualification** | * SVQ 4 or equivalent in line with Scottish Social Services Council requirements or willingness to achieve within agreed timescales * Management qualification or willingness to achieve within agreed timescales * Ability to register with SSSC, and meet all ongoing registration requirements within agreed timescales. |  |