

## Job Description

# Senior Service Manager – Health and Wellbeing

**This is a new post.**

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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The Senior Service Manager (Health and Wellbeing), with support from the Director of Services, is responsible for ensuring that operational service delivery is connected to the strategic direction of the organisation.

They will work alongside a small team of senior service managers to support the organisation in the development and delivery of the strategic plan, helping create the culture and practice which ensure we have the best possible impact for those we support.

Alongside, the post holder will have strategic responsibility for a set of services and activities, contributing their expertise to ensure clarity of objectives and outcomes.

The Senior Service Manager (Health and Wellbeing) will provide expertise to our services which support older and younger people to build connections and promote positive health and wellbeing. We provide support to enable people to build resilience, helping them to reach or maintain a level of wellbeing that allows them to fully engage with their life and community. This is a new post bringing together the following new and existing strands of work:

- **Golden Years**

Our Edinburgh-based older people's service provides support to those aged 60+ who may be experiencing social isolation or limited daily social connections. By promoting a sense of belonging, via group work and 1 to 1 support, people feel less isolated and have improved mental wellbeing.

- **Older People Active Lives (OPAL)**

OPAL project provides support to those aged 60+ in West Lothian to maintain or increase their independence and wellbeing. Through 1 to 1 support and group work we help combat social isolation by providing companionship and wellbeing activities in person and online.

- **Wellbeing**

An emerging area of work, with an initial focus on young people, which seeks to develop and promote the wellbeing aspects of our ways of working, as well as creating new opportunities which build and strengthen connections across Cyrenians.

The post holder will, with the direction of the Director of Services, carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

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## **2 Tasks and Responsibilities**

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### **Delivering strategic objectives**

- Take a lead role in delivering the organization's overall strategic aims, building links between services
- Bridge the gap between strategic and operational, ensuring operational objectives align to the longer-term vision
- Oversee effective and inclusive service planning across areas of responsibility
- Identify strategic opportunities to develop our business
- Attend Senior Management Team meetings, working with peers on cross-organisational and strategic themed topics, and ensuring the opportunity to cross-fertilize challenges and opportunities is maximised

### **Provide strong leadership**

- Provide strong leadership of Health and Wellbeing services
- Supported by Director of Services, ensure clarity of objectives and outcomes by connecting the strategic to the operational
- Be a major contributor, as a member of the Senior Management Team, to the wellbeing and progress of the charity, promoting its vision and personifying Cyrenians values.

### **Managing/supporting people - promoting Learning & development**

- Manage staff team within the relevant HR policies and procedures
- Ensure excellent relationships amongst staff, supporting, coaching and developing managers to grow themselves and the business for Cyrenians
- Participate in learning and training.
- Ensure that all staff within areas of responsibility have the skills and learning opportunities to be highly effective in their roles, and the opportunity to develop

### **Service delivery and development**

- Promote a culture of continuous improvement within respective services
- Provide strategic support & direction to operational issues, development & improvements
- Identify and promote cross-organisational working and service developments

### **Nurturing external relationships**

- Engage with stakeholders in developing service opportunities, linking to strategic objectives
- Map the future - bringing market intelligence into the charity and proposing wise strategic developments
- Participate in, and promote, key networking and influence opportunities
- Understand public sector structures and develop relationships with key individuals

### **Risk management, including Health & Safety & Data Protection compliance**

- Oversee the development of service risk registers and working with managers to manage these effectively
- Ensure compliance with regulatory bodies where appropriate
- Contribute expertise to the review and development of organisational

policy and procedure

- Ensure clear, and regularly reviewed, business continuity plans are in place across areas of responsibility
- Health & Safety and Data Protection/GDPR:
  - responsible for ensuring compliance with policies and procedures, and able to evidence compliance
  - ensure that services within area of responsibility, and the staff within them, understand requirements and assume delegated responsibilities for this
- Ensure that any compliance breaches are promptly escalated and reported

### **Measuring and valuing**

- Ensure that data is captured and assists us understand our work and demonstrate its impact
- Create and develop high-level impact reporting tailored to particular audiences depending on need

### **Communications**

- Contribute to the shaping and delivery of internal communications
- Ensure that key messages are cascaded through the organization, and in particular that the voice of lived experience and front-line workers is routinely sought and responded to
- Create and encourage use of communication tools and opportunities, including both use of technology and participation in relationship building groups and opportunities

### **Budgets and Fundraising**

- Responsible for service budgets, and taking appropriate action to ensure that adequate financial resources are in place.
- Ensure effective budget management across areas of responsibility
- Identify and win public sector tenders
- Lead the submission of grant applications
- Ensure that funder relationships are nurtured and well managed

### 3 Person Specification

<b>Knowledge, skills and experience</b>	
Minimum 5 years management experience in a similar role	Essential
Relevant professional qualification	Desirable
Extensive experience of managing staff, nurturing and coaching staff development	Essential
Track record in developing and growing services	Essential
Computer literate and highly competent in the use of Microsoft Office programmes (such as Excel and Word)	Essential
Knowledge of homelessness and its impacts	Essential
Strong track record of securing funding via tenders and grants	Essential
Excellent budget management and planning	Essential
Experience of working across sectors and services	Essential
Experience of a similarly diverse role	Desirable
Ability to think strategically and deliver operationally	Essential
Excellent written skills and attention to detail	Essential
Ability to provide values-based leadership beyond authority	Essential
Monitoring and evaluation expertise	Essential
Excellent communicator with an ability to adapt communication style for audience. Adept at stakeholder management.	Essential
<b>Values &amp; attributes</b>	
Approachable, enthusiastic, proactive, resilient	Essential
Reliable, practical, highly organised	Essential
Professional attitude and practice	Essential
Ability to foster inclusive practice which recognises and values the unique contribution of each individual	Essential
Creative problem solver and ability to respond quickly to emerging situations	Essential
Ability to manage a varied workload, and prioritise to meet competing deadlines	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Appreciation for impact of Cyrenians work and desire to work in Third Sector	Essential

### 4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Director of Services
<u>Liaison with:</u>	Senior Management Team, Golden Years, OPAL and Wellbeing, and wider cross-organisational teams and enterprises

<u>Workplace:</u>	To be agreed
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£39,219 – £44,251 per annum (scale points 40 to 45).
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Status:</u>	Permanent
<u>Disclosure:</u>	PVG scheme membership not required

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## **5 Application deadline and Interview dates**

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<u>Closing date:</u>	10am on Monday 18 <sup>th</sup> October 2021
<u>Interview date:</u>	Tuesday 26 <sup>th</sup> or Thursday 28 <sup>th</sup> October
<u>Stage 2 date:</u>	TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Further information can be found at [www.cyrenians.scot](http://www.cyrenians.scot)