

## **FOUR SQUARE (SCOTLAND)**

### **RESIDENTIAL SERVICES MANAGER**

#### **PERSON SPECIFICATION**

##### **Essential Experience, Knowledge and Skills**

1. Substantial experience of Social Care Management.
2. Substantial experience of managing and supervising social care staff
3. Substantial experience of working with marginalised young people
4. Substantial knowledge and experience of housing, social care and welfare benefit systems in relation to young people.
5. Substantial experience of inter-agency liaison at senior level
6. Substantial knowledge and understanding of issues facing homeless and marginalized young people.
7. Working knowledge of relevant legislation and compliance requirements.
8. Proven knowledge and understanding of funding environment.
9. Proven experience of management decision making.
10. Experience and ability to work on own initiative
11. Experience of staff recruitment, induction, training and professional development
12. Excellent verbal and written communication and numeracy skills
13. Experience of budget and resource management
14. Qualified in relevant field e.g. Housing, Social Care as required by the Care Inspectorate.
15. Proven experience and knowledge of service quality assurance
16. Proven knowledge and experience of administrative systems

##### **Desirable**

1. Experience of working in a residential setting.

## **RESIDENTIAL SERVICES MANAGER – ADDITIONAL INFORMATION**

The Residential Services Manager is responsible to the Social Care Manager for staff management and operational management of Stopover, Number Twenty projects and the Tenancy Training Flats Scheme. He/she is based at Stopover/Number 20.

### **STOPOVER**

The Stopover Staff Team consists of a Team Leader, Administrator, and six Day Project Workers, two Night Shift Workers, a pool of Relief Project Workers and a Cleaner. The Residential Services Manager provides line management and supervision for the Team Leader, Relief Project Workers, Administrator and Cleaner. The Team Leader provides line management and supervision for the Project Workers.

### **NUMBER TWENTY**

Number Twenty Staff Team consists of a Team Leader, 2 full time Project Workers, 2 part-time Weekend Project Workers, a resident Night Project Worker and a pool of Relief Project Workers. The Residential Services Manager provides line management and regular individual supervision for the Team Leader. The Team Leader provides line management supervision for permanent staff and Relief Project Workers.

### **TENANCY TRAINING FLATS SCHEME**

The Tenancy Training Flats Scheme consists of 2 full time support workers. The Residential Services Manager provides line management and regular individual supervision to team members.

### **ON-CALL SYSTEM**

As detailed in point 24 of the job description, an out of hours Accommodation Service On-Call system is provided on a rota basis by the Residential Services Manager, Follow Up Manager, and Team Leaders for Stopover, Number Twenty and Follow Up.

### **SALARY**

The salary for this post is £28,176 – £31,717 per annum. Senior staff receive an allowance.

Hours of working are 35 per week, worked flexibly Monday to Friday and may include weekends and sleepovers. Time of in lieu is taken for any approved extra hours worked.

The leave year is calculated from 1<sup>st</sup> April to 31<sup>st</sup> March and a full year's entitlement is 34 days which includes statutory public holidays in the first year, rising to 39 days

which includes statutory public holidays after more than five years' service. Leave is booked via the HR operating system and approved by the Social Care Manager.

NOTES:

- This post is not suitable for job share.
- Stopover has four floors and does not have a lift.
- Residential services staff are required to have an Enhanced Criminal Record Disclosure carried out, the cost of which will be borne by Four Square.