

## **FOUR SQUARE**

### **JOB DESCRIPTION**

**POST:** Residential Services Manager

**ACCOUNTABLE TO:** Social Care Manager

**LOCATION:** Stopover Project,  
Number Twenty,  
Tenancy Training Flats Scheme – City Wide

#### **MAIN PURPOSE OF JOB:**

To ensure that the services and operational management at Stopover, Number Twenty and Tenancy Training Flats Scheme are of the highest possible professional standards and are in line with Four Square agreed policies and procedures.

To review these services on a regular basis.

To ensure compliance with all regulatory requirements and service contracts

To contribute towards the development of new services for young homeless people.

To assist the Social Care Manager in ensuring the maintenance of appropriate financial and administrative systems; in particular, ensuring the adherence to agreed project budgets.

To bring to the early attention of the Social Care Manager any issues affecting the overall management and development of the projects

#### **RESPONSIBILITIES AND TASKS**

1. To provide day-to-day management of Stopover, Number Twenty and the Tenancy Training Flats Scheme through the Team Leaders.
2. Ensure recruitment, induction and supervision of staff, relief workers and volunteers in accordance with Four Square policies and procedures.
3. To line manage and provide regular, professional supervision to the Team Leaders and other designated staff of residential services.
4. To ensure through the Team Leaders that regular supervision and annual reviews are carried out for all staff.
5. To ensure all project staff receive appropriate training.

6. To ensure regular staff meetings and service users reviews, in which all staff have the opportunity to contribute.
7. To ensure efficient annual leave requests based on adequate staff rota cover at all times.
8. To act as the registered manager, as per the requirements of the Care Inspectorate and to ensure that the residential services meet the standards and requirements of the Care Inspectorate
9. To assist the Social Care Manager in ensuring that the residential services comply with all relevant legal, legislative and contractual requirements, in particular Service Level Agreements established with the City of Edinburgh Council.
10. To assist the Social Care Manager in ensuring that property leasing arrangements are adhered to by the projects and relevant landlords.
11. To manage the consistent and effective implementation of all Four Square policies and procedures affecting staff and services users of the projects.
12. To contribute to the development of the projects' services and the formulation and review of policies and procedures.
13. To ensure the appropriate record keeping for the purposes of internal and external monitoring and evaluation, assessment of financial requirements and informing Four Square campaigning and development activities.
14. To ensure the proper management and maintenance of residential services' premises, furnishings and equipment.
15. To ensure residential services operate within budget.
16. To ensure the consistent and effective operation of all necessary financial and administrative systems, including payroll runs.
17. To liaise with voluntary, private and statutory agencies relevant to the work of Four Square.
18. To liaise with relevant senior staff at Dunedin Canmore Housing Ltd.
19. To liaise with other Four Square services to ensure the most effective services for Four Square's service users. To promote a Four Square corporate ethos.
20. To promote service user participation and consultation.
21. To liaise with local communities to ensure good relations with neighbours, local businesses, community groups and the Police.

22. To ensure that all income claimed at project level is realised.
23. To be involved in the recruitment of Four Square staff as required.
24. To contribute towards Four Square campaigning strategy and activities.
24. To participate in the Accommodation Services on-call system, on a rota basis with other senior staff. This normally consists of telephone consultation. In the event of an emergency, a physical presence at a project may be required. This may include working on shift due to an unforeseen staff shortage.
25. To attend regular meetings of the Managers Group to progress Four Square management objectives and activities.
26. To receive supervision from the Social Care Manager and to undertake management and professional development as required.
27. To carry out any other relevant tasks as directed by the Social Care Manager