

## ASSISTANT MANAGER

### HELP (Argyll and Bute) Limited



Salary - £24,000 to £30,000

Annual Leave – 20 days per year, with 12 Public holidays agreed with staff in January of each year.

Responsible to – Manager/Company Secretary

Location – Dunoon, with regular travel to Rothesay

Hours – 35 hours per week over 7 days.

Closing date -

HELP (Argyll and Bute) Limited is a well-established voluntary sector organisation that supports 16 to 25-year-olds who are either homeless, in threat of homelessness, or coming out of care. We are driven by the following set of values:

**People Led** – We believe in young people and HELP’s young people and their needs and aspirations are at the very heart of our service. You will have Empathy and approach your role in recognition of the trauma and displacement experienced by our young people.

**Strengths based** – We build on the strengths of our young people, our staff, and our stakeholders to enable all people to meet their full potential.

**Connected** – We are a community, and we take pride in our organisation, and in the place where we live. You will encourage and foster good and influential relations with our partners and stakeholders.

**Professional** – You will meet and exceed the framework of standards applied to your role.

Following a review of our staffing requirements, we are looking for someone who shares our values and who can provide excellent leadership and support to our committed team.

You will have drive, energy, enthusiasm and a clarity of vision to play a key role in the delivery of our service.

Along with your own specific responsibilities you will work in partnership with our team to contribute to the organisation’s strategy and service delivery objectives, and to meet and exceed National Care Standards.

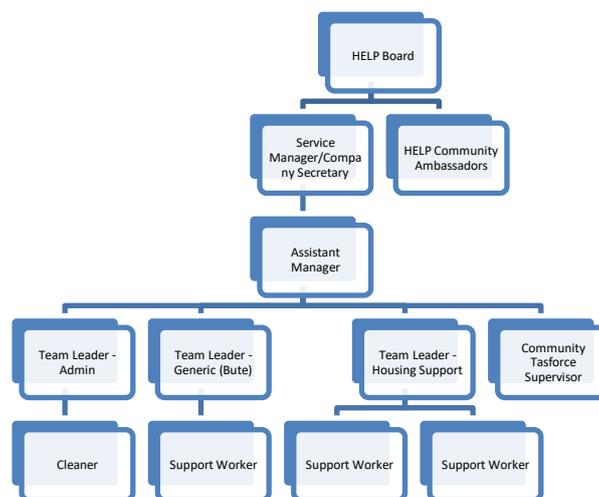
This post is suitable for someone wishing to take a step into a Senior Management role.

You will be expected to either hold an SVQ level 4 in Social Services and Health Care, or to achieve this qualification within the first two years of employment, for which support will be given.

Membership of the PVG scheme is also a requirement of the post.

A job description and person specification are attached, and any informal enquiries about the post can be sent by email to [janet@helpltd.org.uk](mailto:janet@helpltd.org.uk)

## Organisational overview



## Key Duties and Responsibilities

**Strategic Leadership:** Maintain an awareness of Health and Social Care infrastructure and developments across HELP's locality by maintaining effective networks. Maintain an oversight of (and respond effectively to) changes and developments in national and local policy and legislative changes in relation to homelessness, housing, addictions, Social Care, Equalities, Mental Health, Health & Safety, Human Resources, etc.

### Management:

- Take responsibility for both your own and our team's up-to-date knowledge of, and adherence to, HELP's practice standards, policies, procedures and protocols,
- Provide line management, supervision, and support to all staff.
- Manage, and where appropriate audit and improve the daily flow of work across the service.

- Take responsibility for ensuring that day-to-day operational ways of working adhere to the required internal and external policies, procedures, systems and contracts.
- Make day-day operational decisions in partnership with service issues demonstrating an ability to prioritise, use your own initiative and the effective use of problem-solving skills and abilities.
- Take responsibility for supporting the gathering and analysis of the relevant organisational performance, quality and outcomes data to enable both contractual and organisational service reporting frameworks.
- Timeous escalation of issues to the Manager and involvement in the planning of and then the implementation of necessary changes and improvement work.
- Support the recruitment and induction of staff, students and volunteers as required.
- Carry a proportionate service user caseload.
- To work in partnership with the Manager, when required, in the writing and development of re-tender exercises, new tender opportunities and/or funding proposals.
- To promote and market the work of the organisation to main a high level of equality and local profile.
- To undertake and oversee all health and safety matters including producing risk assessments, and ensuring that we meet the requirements for Fire safety, loan working and current covid guidance.

The service offered to young people falls into four themes. Your role will be to, maintain an overview and support the organisation across all of these themes with specific tasks also relating to each.

### **Housing Support**

- Monitor and update the current service user list, allocating support staff in line with their skills and interests and the young person's needs and aspirations.
- Provide regular reports to the Manager, and Housing Services as required.
- Update and monitor the Better Futures system and produce reports as required.
- Carry out and oversee care plan reviews.
- Attend meetings with housing partners and other stakeholders.

### **Skills Development**

- Plan, promote, deliver, review and evaluate our skills development programme within agreed budgets. Working in partnership with the team, other stakeholders and local employers.
- Oversee and report on the HELP Community Taskforce and provide line management to the supervisor.

### **Health and Wellbeing**

- Plan, promote, deliver and review our Health and wellbeing programme in partnership with the HELP team within an agreed budget.

### **Information and Advice**

- Deliver information and advice as required and work in partnership with stakeholders to promote relevant information and advice to the team and young people.

### **Staffing Administration**

- In collaboration with staff, produce and maintain a rota that meets the needs of the service.
- Arrange and provide weekend cover as required.

You will be required to communicate with, and provide relevant verbal and written reports to the Manager as requested.

## Person Specification

	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> <li>✓ Experience within a similar setting</li> <li>✓ A current driving licence.</li> <li>✓ A PVG</li> </ul>	<ul style="list-style-type: none"> <li>✓ SVQ Level 4 Social Services and Healthcare – must be achieved with 2 years.</li> <li>✓ A recognised Management Qualification</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>✓ Good awareness of issues relating to homelessness.</li> <li>✓ Understanding of the benefit system, as it relates to 16- to 25-year-olds.</li> <li>✓ Understanding of housing related matters within the local area.</li> <li>✓ Effective numeracy/data interpretation skills</li> <li>✓ Ability to work on own initiative and as part of the team.</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>✓ Excellent relationship building and networking abilities</li> <li>✓ Proven time and change management skills</li> <li>✓ Excellent Action planning skills</li> <li>✓ Excellent IT skills including the use of Microsoft word, excel, and PowerPoint.</li> </ul> <p>Ability to communicate objectives to the team in a straightforward and practical manner.</p>	<ul style="list-style-type: none"> <li>✓ Proven time and change management skills</li> <li>✓ Excellent Action planning skills</li> <li>✓ Excellent IT skills including the use of Microsoft word, excel, and PowerPoint.</li> </ul> <p>Ability to communicate objectives to the team in a straightforward and practical manner.</p>
Attributes	<ul style="list-style-type: none"> <li>✓ An empathy for others</li> <li>✓ Kind</li> <li>✓ Effective communicator</li> <li>✓ Enthusiastic, energetic and passionate.</li> </ul>	

Other	✓ Commitment to continuous personal development.	
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The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may, from time to time, be asked to undertake other reasonable duties.

Informal enquiries can be made to Mrs Janet MacKellar, [janet@helpltd.org.uk](mailto:janet@helpltd.org.uk)