

Right
There

Job Pack
Locality Manager-Edinburgh
and the East
(March 2024)



Job Purpose

Locality Manager – Edinburgh and East



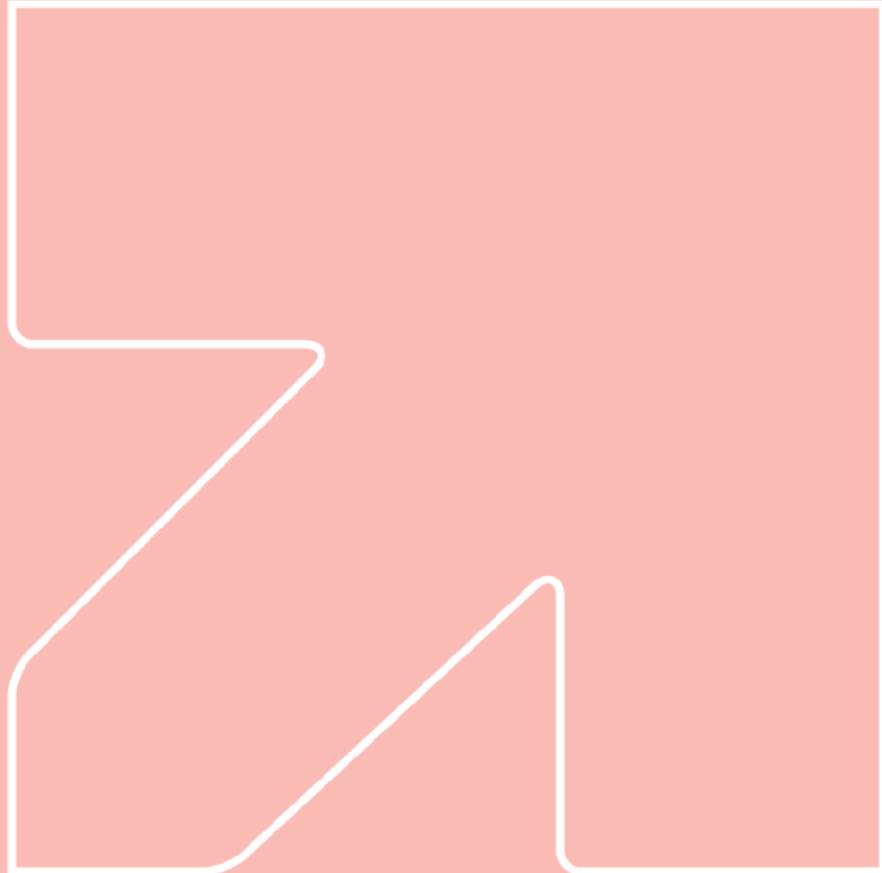
The Locality Manager position will be responsible for leading service provision across the city of Edinburgh and the East (services currently located in Edinburgh).

In Edinburgh this relates to directly managing Our Visiting Home Service in the Northwest and Southwest of the city. The role also oversees the management of three supported accommodated services in both the Broomhouse and Pilton areas. One of the services supports younger adults aged 16-25 (Fusion) whilst the remaining two services support adults aged 16+: one of which will reconfigure into a rapid access service in the next few months.

The locality manager will directly line manage a Service Manager in the city. Both the Visiting Home Support Service and the Supported Accommodation Services are directly delivered under contract to the City Of Edinburgh Council. Both contracts have recently been relet by the local authority.

Both services in Edinburgh are also duly registered with the Care Inspectorate.

What's inside



About Right There	4 - 5
Our Vision and Mission	6
Role Responsibilities	7 - 9
Requirements	10 - 11
Our Values	12 - 13
Role Details	14
Our People Benefits	15
How to Apply	16
Contact Us	17

About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Roles & Responsibilities

1. Service Management

- Directly manage delivery of the Edinburgh and East service and be service located in the city (potentially from Leith in the first instance)
- Lead service delivery in line with Right There's aims, values and strategic objectives
- Lead your portfolio with emphasis on best practice, qualitative based outcomes and robust operational controls
- Represent Right There's interests in all matters and act in accordance with our values and principles
- Responsibility for taking a Psychologically Informed Environment (PIE) approach to programming whilst adopting Right There's Theory of Change approach
- Champion the rights of those we support taking responsibility for ensuring they are treated with compassion and unconditional positive regard; focusing on their strengths and aspirations whilst working within clear professional boundaries
- Ensure robust person-centred planning is at the heart of delivery with maintained and accurate support plans recording SMART outcomes.
- Accountable for planning and prioritising competing tasks whilst remaining flexible to respond to crises.

2. Strategic Management

- Responsibility for service development and excellence leading on the collation and implementation of annual review and improvement programme.
- Take ownership for growth of services under responsibility
- Investigate new opportunities allied to and/or supporting existing service provision
- Support leadership and senior management colleagues develop new service proposals and tenders of new and existing activity.
- Proactively contribute to the organisation's development and improvement through participation in key projects
- Investigate and resolving complaints as required for the organisation.

3. People Management

- Lead the Edinburgh and East delivery teams with a clear focus on delivery performance and outcome attainment
- Lead the teams to deliver great “customer” service and a People First Approach
- Work in partnership with Right There colleagues; promote clear and singular communication
- Embrace a positive working culture working collaboratively, promoting inclusiveness, cooperation, trust and open exchange of ideas to fulfil Right There’s strategic aims supporting line managers and delivery staff to do likewise.
- Build your team taking responsibility for recruitment, induction and performance using support and supervision and appraisal tools.
- Responsibility for the learning and continued professional development of yourself and your teams, actively encouraging reflective practice for team learning
- Be accountable for a safe environment for employees and those people what we support through applying Health and Safety legislation and practices.

4. Data and Performance

- Accountable for service specific data collection, analysis and regular agreed reporting
- Deliver on service performance, using KPI data to support decision making and planning for current programmes.
- Analyse both external and internal data/information to support future growth, development and planning
- Lead and support new initiatives and the development and implementation of policies, procedures and guidelines.

5. Compliance

- Responsible for upholding the Scottish Social Services Council (SSSC) Codes of Practice and Health and Social Care Standards within your programme.
- Register with any required government bodies and ensure membership is updated and any attributed costs are paid for.
- Ensure that all Care Inspectorate, required reports, returns and documentation are up to date, submitted and complete.

6. External stakeholders

- Lead and develop strong working partnerships with external agencies, promoting Right There's work.
- Lead the Edinburgh and East services in partnership with key commissioners involved in service review and reporting.
- Represent Right There to other agencies or services including Local Authorities, Social Work, Housing Services and other relevant services and bodies
- Take the lead in service delivery matters as they apply to the Care Inspectorate, building positive working relations with respective Inspectorate staff.

7. Finance and Resource Management

- Responsible for compiling and managing the approved annual budgets
- Ensure services operate within financial parameters and targets
- Lead and peer support staff in their understanding and responsibilities in development of budgets and managing resources.
- Responsible for identifying and securing local grant and associated funds that supports activities within services.

Essential Skills and Experience

- ✓ Qualified to SVQ Level 3 in Health and Social Care, SCQF Level 7 or HNC in Social Services
- ✓ Qualified to (or willing to work towards) SVQ 4 in Health and Social Care and SVQ 4 in Management, or SCQF equivalent
- ✓ Knowledge of current relevant legislation, policies and strategies relating to housing, social work, social care and family support services
- ✓ Proven track record in effective coaching and people management
- ✓ Proven track record in effective service planning, performance management and quality assurance
- ✓ Experience of managing a service
- ✓ Knowledge and experience of working to Care Inspectorate Standards
- ✓ Ability to lead and take ownership and accountability for a programme.
- ✓ Proven effective communicator
- ✓ Ability to build strong professional relationships both within the organisation and externally
- ✓ Ability to collate and analyse data for decision making purposes
- ✓ Proven ability in effective planning, prioritisation and organisation
- ✓ Experience in building, leading and managing a team



Essential Skills and Experience

- ✓ Experience in setting and managing budgets
- ✓ Computer literate and competent with Microsoft Office software package
- ✓ Ability to ensure the service is delivered in accordance with corporate policy and objectives
- ✓ Knowledge of local services and resources
- ✓ Flexibility with regards to working patterns
- ✓ Ability to travel within agreed geographical areas
- ✓ Driving license and access to a car
- ✓ Ability to respond at short notice to crisis situations

Desirable

- ✓ Management experience in Third Sector/ Not-for-Profit organisations providing social care and support services
- ✓ Recognised relevant professional qualification e.g. Social Work/Housing
- ✓ Experience of using management information tools for social care
- ✓ Understanding of the principles of working within a Psychologically Informed Environment (PIE)



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Our Values

Expected Behaviours

RESPECT

- Ability to create an environment which promotes co-operation, trust and open exchange of ideas
- Excellent communication and interpersonal skills which show an understanding of wider organisational best practice

INTEGRITY

- Undertake a leadership role in shaping the ethics, values and vision of Right There by consistently communicating and exemplifying this through best practice
- Ability to build, develop and maintain strong relationships with managers
- Strong influencing skills
- Ability to successfully manage and motivate staff
- Creates a culture where learning and development is promoted and encouraged for the good of staff and services
- Actively contribute to the development of the organisation and of individual services, through supporting operational staff and managers

COMPASSION

- Commitment to provide a culture of safety, fairness and inclusiveness
- Commitment to providing a culture where staff are recognised and rewarded for behaviour and contribution to Right There and our values
- Ensures management supports a culture of wellbeing and performance development in the team
- Provide strong leadership and act as a role model to Right There staff, volunteers and the people we support
- Ability to create an environment that promotes cooperation, trust and an open exchange of ideas

ASPIRATION

- Ability to work cooperatively with others as part of a team demonstrating commitment to group objectives
- Creates a culture where learning and development is promoted and encouraged for the good of staff and services
- Ability to work towards performance targets to achieve agreed results

REFLECTION

- A commitment to our aim of continuous improvement and reflective practice in all areas of our work
- Commitment to continuous personal and professional development

Role Details

Contract: Full time, permanent, 35 hours per week
Salary: £38,327 to £41,845 per annum SCP 36-39
Reporting to: Head of Operations-Services

- Your normal working hours are 35 per week. These hours are usually worked Monday to Friday, and *flexibly between the hours of 8.00am to 6.00pm*, with core hours over the period from 10am to 4pm, *with one-hour unpaid break*. Variations to these hours must be agreed with your line manager.
- Your usual place of work will be Right There, 26 Leith Walk, Edinburgh in the first instance
- You will also be required to work In Right There's supported accommodation services in Edinburgh
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays
- All appointments are subject to a minimum of a 12-week probationary period
- You will be automatically enrolled into the People's Pension in the month that you will complete 3 months of employment, provided you meet the auto-enrolment criteria
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

Our People Benefits



We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life's special moments!

That's why we've got a range of enhanced family-friendly and wellbeing benefits to give you some well-deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org

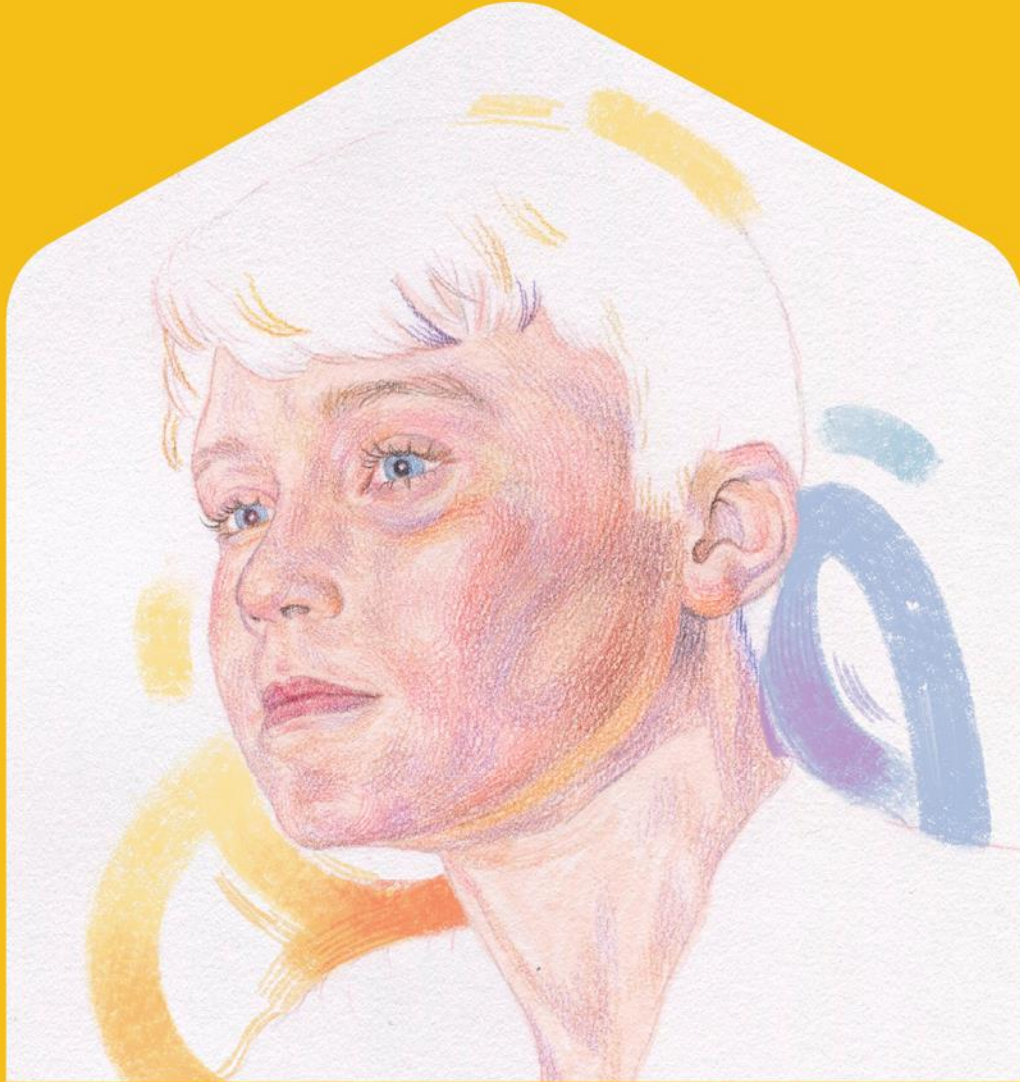
Right There

How to Apply

To apply send your CV and a cover letter outlining why you want to work with us, and how you meet the experience, skills and behaviours expected for this role.

Deadline 12pm on Monday 1st July 2024

Email recruitment@rightthere.org



www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**