

Person Specification

Job title:	Women's Services Manager
Grade:	People, Care & Support 7, Grade 8
Summary of role:	Working in conjunction with local Community Homeless Services and other homelessness services, you will lead the work processes in establishing and developing our Homeless Residential Services for vulnerable women affected by homelessness. You will have responsibilities for managing and co-ordinating the day to day running of our two internally provided Women's Residential Services, Chara and Elder St. This will include staff, health and safety, welfare of service users, financial and property management. You will ensure that the management of Homeless Women's Residential Services are effectively planned and synergised to meet the needs of vulnerable service users. You will be responsible for ensuring that performance and targets are achieved in line with the strategic requirements of the HSCP and the Care Inspectorate. Key to the post will be the effective and efficient management of our Women's Residential Services. You will ensure there is a robust interface with health, social work, third sector organisations, especially RSLs and Housing Support Services, to ensure as much as possible the movement of vulnerable women across a range of accommodations to achieve permanent and sustainable solutions, and to live as independently as possible. Basic Functions

- To manage and be responsible for the coordination of the day-to-day operational management of our two Women's Residential Services. This includes oversight of staffing, service users' welfare, health and safety, financial and property management.
- To create and encourage a warm, safe, enabling and welcoming environment where physical, emotional, psychological and social needs of women, many who will have complex needs, can be met.
- To work jointly and in participation with Team Leaders and Care Managers to ensure that care plans are implemented through daily interaction with service users and review process to the point where service users can access appropriate move-on accommodation
- To ensure practice standards promote equality and non-discrimination in line with the legislative requirements on gender, race and disability as per Care Inspectorate and HSCP's Equality Schemes.
- To ensure that service users, staff and all interested parties participate in the Care Management processes in terms of Review and Care Planning.
- To engage in a supportive and sympathetic way with s, responding sensitively to any disclosures around trauma or abuse. Ensure that Project staff are skilled and trained in responding appropriately to disclosures of abuse and have a sound understanding of potential coping mechanisms for

women such as drug/alcohol dependency or self-harm and a knowledge of helping services.

Promote multi-agency work and Partnership approaches to meet the needs of vulnerable women affected by homelessness by ensuring a strong interface with health, social work and third sector organisations.

Duties and Responsibilities

- ☐ To work at a strategic level with partner agencies to ensure a collaborative, integrated, effective service response to vulnerable homeless women
- ☐ To lead the process of establishing and developing the women's projects in line with Community Homeless Services and other third sector support/accommodation services for women. This should include the development and implementation of policies and protocols for the Residential Units and other Partner Services.
- ☐ Ensure that support provided by staff meets Health and Social Care Standards, Care Inspectorate requirements and the performance requirements of the HSCP.
- ☐ To maintain and develop a joined-up city wide overview of the changing needs of vulnerable homeless women and of services required to meet these challenges which should be always based on a comprehensive needs assessment
- ☐ To develop interfaces and collaborative working to formalise access to Residential Services for homeless women.
- ☐ You will ensure all staff in your span of control receive regular supports, supervision and participate in the PDP process.

	☐ You will ensure that all HSCP procedures in relation to absence management are adhered to. ☐ You will participate in the HSCP's management of information systems. ☐ You will produce written reports and deliver presentations to a high standard. ☐ You will be conversant with and always operate within the current Health and Safety at Work legislation
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Criteria	Essential	Desirable	Evidence
Education, qualifications & training	SVQ Level 4 → SCQF Level 7–8 Applications are also welcomed from candidates who hold a qualification at or above SCQF level 6.	Educated to degree level with a recognised qualification in Housing or related discipline Holds an appropriate qualification in management If you are unsure whether your qualification meeting minimum criteria, you should access Scottish Social Services Council (SSSC) Website: https://www.sssc.uk.com/	Application form Certificates

Skills	Able to work with people effectively at all levels, using well-developed influencing and interpersonal skills Able to communicate with a range of staff and other people outside the council Able to work in partnership with other organisations and has a good understanding of customer care Able to work in a team and can create, develop and maintain productive working relationships Able to manage change and new ways of working and	Writes and speaks clearly and can adapt their language as appropriate to the situation and present information Able to develop strategies which meet customers' expectations Encourages and supports change Able to produce accurate work to tight deadlines under pressure Encourages and supports change Able to produce accurate work to tight deadlines under pressure	Application form Interview References
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	to develop ideas for improvement Able to respond imaginatively to problems and situations and find solutions without being guided		
Knowledge	Expert knowledge of Service Area Working knowledge of relevant legislation	Is aware of how their own approach or behaviour can achieve greater results	Application form Interview References
Other	Ability to implement HSCP policies on all staff matters: absence, grievance & discipline etc		Interview

Competencies		Evidence
Personal Effectiveness – Influencing – Level 2	- You use good arguments and reason to negotiate successfully with other people. - You involve people in the things that you know they'll agree on.	Application form Interview References

	- You think about the impact of actions on other people. You anticipate problems and plan, in advance, how to deal with them. - You get other people to make decisions with you, and gain their agreement.	
Personal Effectiveness – Communicating – Level 2	- You share relevant and important information on time, with your team. - You're happy to say what needs to be said, and you're tactful when you need to be. - You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation. - You speak confidently, and hold people's attention. You explain why decisions have been made and use examples to support them. - You keep yourself and your team focused on the most important things, but let other people express their views. - You ask people questions to check their understanding. - You give a good impression of the Council when dealing with non-employees.	Application form Interview References

	You produce clear, concise and easily understood written communications.	
Providing Excellent Customer Service – Customer Orientation – Level 2	- You follow-up customer requests, to make sure actions are taken and issues resolved. - You measure customer satisfaction to find out what needs to be improved. - You explain to customers, how and why we can't meet their needs, and offer alternatives. - You change the way you do things, to meet the needs of each customer. - You spot problems and take action, as soon as possible, to stop them getting worse. - You deliver more than you promised, and try to exceed expectations. - You make sure that there is continuity of service, as far as possible.	Application form Interview References
Providing Excellent Customer Service – Collaboration – Level 2	- You encourage people to share information, so that they achieve the right outcome. - You ask for help from colleagues or experts outside of the Council. - You try to improve your team's performance, as well as meeting your own personal goals.	Application form Interview References

	• You try to get everyone to work together, and help to create a sense of team spirit. • You take steps to manage the way that people think about you, and discuss the quality of your working relationships with others. • You make time to meet people and develop a shared understanding. • You build strong relationships with colleagues and customers, beyond just working together on shared tasks.	
Managing Change – Planning and Delivering Change – Level 2	• You always review performance and recommend ways to improve efficiency and quality, making sure that problems don't happen again. • You use the skills of people who you know can take change forward, and make it happen. • You include some flexibility in your change plans, to allow for any unforeseen circumstances. • You regularly check project progress against planned milestones, and know when, and why, you may have to change those milestones.	Application form Interview References

	- You negotiate with the right people to get the resources you need to deliver change. - You actively make changes to the way people work, to improve performance against the Council's indicators.	
Leadership – Taking Initiative – Level 2	- You use your initiative to solve problems. - You get other people to share their ideas and get them to take personal responsibility for their results. - You proactively try to make a difference and make things happen. - You encourage everyone in the team to join in fully, improving teamwork as a result	Application form Interview References