



## Job Profile

<b>Role Title</b>	<b>Service Manager</b>
<b>Department</b>	Foyer Youth Housing
<b>Salary</b>	£35,197 – £40,802 (dependent on experience and qualifications)
<b>Working hours</b>	Full time Permanent 36.25hrs per week Monday to Friday (flexible working considered)
<b>Location</b>	Can be based in Aberdeen or at our Aberdeenshire locations with travel between locations depending on service requirements.

### Why do we need the role?

To lead existing and new initiatives that support the prevention of youth homelessness across Aberdeen and Aberdeenshire.

### Key Responsibility

Lead and develop teams, services and new initiatives ensuring delivery of highly effective services that provide young people access to safe housing options and opportunities to thrive.

### Key Competencies – what you need to be good at

- Taking a co-produced, creative approach to drive design, implementation, continual improvement and management of effective new and existing services that consistently achieve high outcomes with young people and provides them with choice and opportunity
- Inspiring trust and commitment; leading with compassion, able to recruit, support and develop teams and individuals to their highest potential
- Highly effective project and contract management
- Building positive stakeholder relationships and community networks
- Financial management; propose, manage, and track budgets
- Analysis and use of impact data to inform decision making, learning and improvement
- Meeting the regulatory requirements of service registration with Care Inspectorate
- Being a thoughtful and exceptional communicator with an understanding of boundaries, confidentiality and intersectionality
- Risk anticipation and management - keeping people safe in the workplace and across services

**Behaviours - what traits we are looking for and think you will need for the role**

- Dedicated and enthusiastic; believes in young people, their strengths and amazing potential and loves listening to them and seeking to understand their experiences
- A confident people manager who enjoys nurturing people and great teamwork, is a positive influence and wants to encourage a clear work-life balance for all
- Solutions thinker and problem explorer with enough curiosity to challenge norms
- Enterprising, able to identify emerging opportunities
- Highly organised, flexible; can work under pressure and deal with competing priorities
- Proactive and solutions focused approach dedicated to 'making life easier' - takes time to reflect on what is working, what isn't – and why
- Confident decision maker, understands balancing autonomy and accountability
- A non-judgmental approach to working with young people and teams to promote a strengths-based approach and an understanding of and commitment to Equality, Diversity, and Inclusion.

**Qualifications & Experience**

- Experience managing accommodation-based services with a variety of tenure and a knowledge of housing management, and health and safety
- Working with young people using a strengths-based mindset (Foyer's Advantaged Thinking).
- Degree qualified and/or related qualification or willing to work towards for Registration purposes
- Registered (or be willing to obtain registration) with SSSC and compliant with National Care Standards
- Experience managing and developing people and high performing teams in supported housing and remote settings
- Highly experienced application and knowledge of safeguarding practices and ability to empower staff to apply these in their work.
- Detailed working knowledge of local housing options and welfare benefits from a youth perspective
- Strong understanding of ACE's, Psychologically Informed Environments and Trauma-Informed approaches.
- Experience in risk management and coordinating incidents and responses.
- Experience of working autonomously and being responsive to wider organisation requirements
- Excellent digital and administration skills including but not limited to MS Office
- Knowledge and understanding of equalities and diversity from a youth perspective, including working with young people from different cultural backgrounds