

Southside

HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title: Manager (Glasgow Care and Repair)
Responsible to: Director and Management Committee
Reporting to: Head of Support Services
Hours: 35 hours per week

OBJECTIVES OF THE POST

- To provide leadership to the Care & Repair Team, ensure best practice in day to day service delivery underpinned by well developed policies and practices.
- To expand and develop Glasgow Care and Repair for future sustainability.

KEY RESPONSIBILITIES

Project Management and Development

1. To work to identify priorities and ways of addressing changing strategic priorities and expressed needs.
2. Project manage the range of initiatives and projects offered through Glasgow Care and repair including meeting delivery targets, timescales and budgets.
3. To directly develop funding bids to support service developments.
4. Develop and support Glasgow Care & Repair's relationship with statutory and third sector organisations and manage relationships with a range of funders and partners.
5. Maintain a sound working knowledge of central and local government policy frameworks and initiatives and any impact on Glasgow Care and Repair's work across the city.

Staff and Volunteer Support

6. Provide leadership, line management, supervision and support of staff and volunteers involved in Care & Repair projects and initiatives.

7. Ensure that the service is consistent with good practices and that staff and volunteers operate in a manner that respects the dignity and supports the independence of clients.
8. Ensure that staff and volunteers operate within the terms of organisation policies and procedures and that they are aware of Health and Safety requirements.
9. Carry out performance appraisals for the team members and support staff and evaluate and address training and development needs, ensuring that an excellent service is delivered through well trained and informed staff and volunteers.
10. In association with the Head of Support Services, the Manager will operate within the annual capital and revenue budget for the service, and will provide the necessary administrative work to support this.

Operational Responsibilities

11. Develop an operational procedures manual with corresponding process maps to reflect service delivery.
12. To ensure that all staff and volunteers maintain adequate records of work undertaken, consistent with the requirements of the service and reporting.
13. Ensure that clients are consulted on their views of the service and service development.
14. Ensure that vans are checked, legal and roadworthy in line with policies and procedures and that an accurate record is maintained.
15. Responsibility for the operational management of all health and safety issues associated with the development of the service and in compliance with the Health and Safety Policy, Procedures and Guidelines.
16. Responsible for the team being issued with Personal Protective Equipment (PPE) and that accurate records are kept, ensuring staff sign for the PPE and are given an explanation of why the PPE is being issued.
17. Arrange for regular tool box talks to be carried out by an appropriate person for Handyperson personnel, which should include safe / correct use of tools, access to equipment, Personal Protective Equipment (PPE) and follow all tasks and associated procedures for recording incidents / near misses in line with the Health and Safety Management System.
18. Maintain and regularly update the operational risk register on an ongoing basis.
19. Ensure that staff and volunteers have full reference and disclosure checks carried out.

Administrative & Finance Responsibilities

20. Managing budgets and resources and follow our robust finance systems to enable all performance to be monitored against budgets and to allow timely corrective actions to be taken as necessary.
21. Liaise with our Finance staff to ensure that financial procedures are adhered to at all times in regard to Petty Cash, suppliers details and references etc., Invoicing and Debt Recovery.
22. Produce publicity material and promote the work of the service.
23. Review and develop information, recording and reporting and processes.
24. Implement policies and procedures that ensure regulatory and statutory compliance including data protection and confidentiality.
25. Gather, compile and provide information to the Head of Support Services and funding and regulatory bodies to assist in the monitoring and evaluation of the service and meet funder requirements.

Policy Development & Quality Assurance

26. Work with the Head of Support Services and the team to ensure that the Handyperson Service operates within the recognised standards and indicators for Care and Repair Services, through achieving and maintaining the Quality MarkResearch, write and keep up to date, volunteer policies and procedures, including risk assessments;
27. Monitor and evaluate activities and provide written reports and proposals for funders and the Management Committee;
28. To facilitate feedback from clients and volunteers and use this information to develop and improve the service offered.
29. Oversee the complaints process for the service and utilise this for service improvement.
30. Ensure that a proportionate post inspection/ quality monitoring system is implemented.

Personal Development

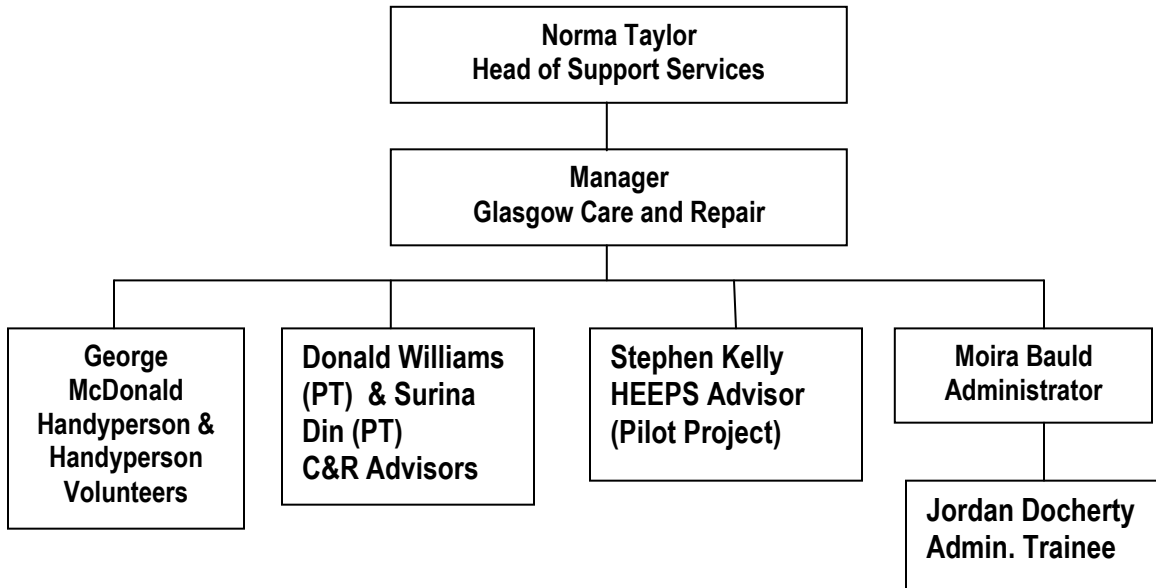
31. To keep up to date on matters related to the work of the organisation and Care and Repair and to make improvements that will contribute to personal and organisational effectiveness.

32. To attend training to ensure that skills and knowledge are up to date and maintain any professional registration through achieving CPD requirements.

Other Duties

33. To attend training seminars, organisational conferences or events. This may occasionally require attendance in the evenings.
34. To attend Neighbourhood and Management Committee meetings and provide reports, as required.
35. Any other duties, consistent with the post, as required.

Position in Structure:



Reward, incentive, conditions:

EVH GRADE 8 (PA28 – PA31)

35 hour working week over 5 days a week, Monday to Friday 9.00am – 5.00pm.

Salaried position with 25 days annual leave plus 15 days public holidays. Pro Rata

Defined Contribution pension scheme.

Person Specification: separate document

Any special circumstances or planning issues:

Job Holder:

Issue Date: