



JOB DESCRIPTION

HEAD OF SERVICE

We believe everybody deserves to thrive through lifelong learning. We help people with additional support needs to thrive by providing person centred education, life and social skills development through support in our centres and in the community. Our existing Teens+ service supports young adults with complex communication needs within our two centres, based in the south of Edinburgh.

Teens+ works alongside our sister organisation, Sleep Scotland, to provide people with support and education to make a lasting difference and improve lives. We are launching an ambitious new strategic plan with aspiration to grow our existing services and develop new services that contribute to our purpose.

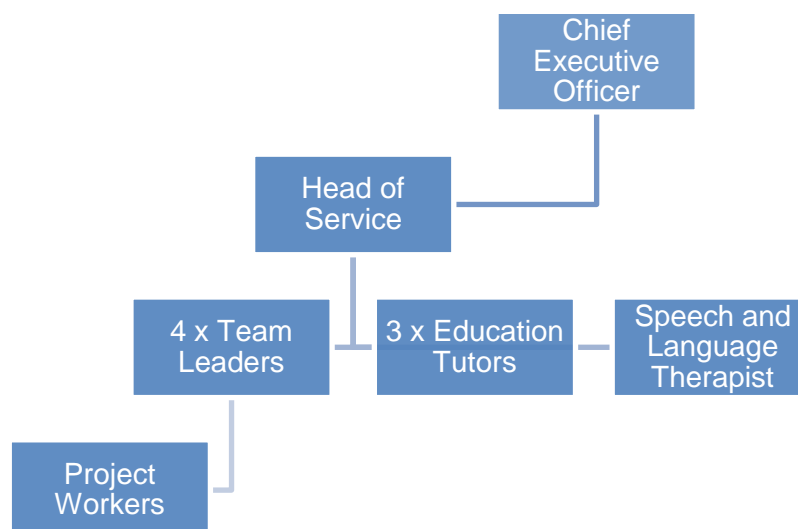
Purpose of the role

The purpose of this senior role is to provide leadership of the Teens+ service, ensuring we provide high-quality education and social care to our students. You will develop and deliver our services in line with our person-centred education ethos. You will be the Registered Manager for the service, working with our Office Manager to maintain compliance and reporting.

You will provide management and direction to the Multi-Disciplinary Team, which oversees the day to day delivery of our programme. You will also work closely with our new Chief Executive Officer to develop and deliver new projects that meet our aspirations for growth.

Organisational position

Following the appointment of a new CEO, the organisational structure of Teens+ is under review. The appointment of a new Head of Teens+ is the first step in this process. The successful candidate will work with the new CEO to review and embed a new structure that meets the future needs of the service.





Principal duties

Management

Direct line management and leadership of the Multi-Disciplinary Team (under review) who in turn line manage all Project Workers who directly deliver services.

Lead by example by acting as a role model for our values.

Manage the performance and development of Teens+ staff, ensuring good practice is followed and staff are working within and adhering to professional standards.

Finance

Budget holder for Teens+ operational expenditure, ensuring efficiency and value for money while continuing to deliver a high-quality service.

Support the creation of social enterprise projects that further the education and life skills of our students and promotes the work of Teens+ within the community.

Along with the other senior managers, contribute to the development and management of the risk register, ensuring risks are identified and appropriate action is taken.

Contribute to the identification of new service propositions that enable ongoing income generation.

Service delivery

Identify operational issues early and develop mitigating actions to ensure we maintain our high-quality service delivery.

Responsible for ensuring that our CRM is kept up to date, providing reports on service delivery including impact measurement, compliance measures and external agency reports as required.

Responsible for the design and implementation of processes and mechanisms which adhere to our purpose, regulatory bodies and national guidance.

Manage the journey of students through our service, planning in advance transitions in and out of Teens+ that achieves the personal goals of our students and is in line with our budget.

Communication

Work collaboratively with other senior managers to further cross department working.

Be open, accountable and approachable to encourage a learning culture within the organisation.

Develop relationships and networks to promote the work of Teens+. Build partnerships with other organisations that furthers the opportunities for our students and service.



Corporate responsibilities

Responsible for ensuring Teens+ adheres to all internal processes and procedures including, but not limited to, Health and Safety, GDPR; Safeguarding; Equality and Diversity and Inclusion.

Other

This descriptor is a guide for the post holder but other appropriate duties may be necessary from time to time.

Values

Our people and our values are most important to us, so any new member of our team must understand and live these values:

Person centred - We believe every person is unique and we build positive, lasting relationships that recognise and celebrate the individual.

Respect - We believe everybody deserves respect and we are enriched through our differences.

Humour - We believe that great things can be achieved in a friendly environment where we see happy people, hear laughter, and have fun.

Compassion - We believe in compassion and we strive to create a caring and empathetic environment for everybody.

Professionalism - We believe that passion and integrity are vital commitments for all involved in our organisation.

Resilience - We believe that flexibility, confidence, and creativity can turn challenges into opportunities.