

**JOB TITLE:** Service Team Leader

**RESPONSIBLE TO:** Service Manager

### **OVERALL PURPOSE OF THE POST**

To manage the day-to-day operations of a Service Team and to ensure that a high quality of service is provided to clients by staff and volunteers.

To be responsible for the day to day decision making in relation to the service, under the direction and guidance of the Service Manager.

To have management responsibility for **up to 7** Service Workers.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **QUALITY**

To ensure that direct service delivery to clients is provided to the standards detailed in PQASSO and supports levels of competency outlined through appropriate vocational qualifications.

To ensure a high quality service is provided in line with National (PQASSO and Med UK) and Sacro operational standards and local service agreements or contracts.

Where services have been inspected, to ensure the application of any recommendations emanating from the inspection report.

To ensure that the Service Manager and / or the Senior Manager (Operations) are made aware of any issues relating to service provision.

#### **STAFF MANAGEMENT**

To be responsible for assisting in the recruitment and selection of new employees and volunteers to Sacro.

To assist with the induction of new employees to Sacro, in accordance with Sacro Policy and Procedure.

To provide line management advice and support to staff via the Sacro Support and Supervision and Performance Review Processes.

To ensure that records of Support and Supervision and Performance Review are completed accurately and timeously in accordance with timescales laid down for the above processes.

To take appropriate action to develop staff via Personal Development Action Plans.

To undertake duties as SVQ assessor ensuring candidates are given on going support, advice and encouragement.

To promote good working relationships amongst service staff in conjunction with the Service Manager.

To oversee the work of volunteers / student placements and others as required and directed by the Service Manager.

To ensure staff line managed are aware of their responsibilities for HR, IT, Finance, H&S, Admin and Data Protection under Sacro's Policy & Procedure and they are applied consistently.

To apply Sacro Policy and Procedure in relation to the management of staff, where appropriate seeking advice from Human Resources.

To ensure that Human Resources and/or Support Services are informed timeously of any matter relating to staff.

To assist in the delivery of training to Sessional Workers and Volunteers.

## **FINANCE**

To have responsibility for the signature of local cheques.

To be responsible for day-to-day expenditure and subsequent monitoring of related budgets consulting the Service Manager for advice as appropriate.

## **HEALTH AND SAFETY**

To assist the Service Manager in discharging duties in accordance with Sacro Health and Safety Policy and Procedure, seeking advice from Line Management/ Human Resources as appropriate. This will include:

- Completion of local records of health and safety incidents ensuring Service Manager is informed and necessary remedial action is taken.
- Assist in the completion of risk assessments.

## **PLANNING**

To be responsible for delivering services in accordance with that outlined in the service work plan.

To develop and maintain appropriate record systems for the service.

To inform the Service Manager of potential future business development.

To provide information to the Service Manager on the local service to assist in the completion of the Sacro Annual Report and any other reports.

Where deemed necessary to assist the Service Manager in the development and promotion of the Service.

To assist the Service Manager in completion of local service annual reports.

## **CASELOAD**

To have responsibility for obtaining cases for the service.

To liaise on a regular basis with appropriate parties e.g. Procurator Fiscal / Reporter to review referrals and accept and or decline new referrals new cases.

To carry a caseload determined in conjunction with the Service Manager ensuring professional practice to clients at all times.

To ensure accurate gathering of data relating to clients for transfer to appropriate databases and provide assistance in the production of accurate reports for submission to Service Manager and / or National Office.

To ensure case notes on clients are written up accurately and timeously.

To ensure that standards relating to confidentiality are adhered to at all times.

## **EDUCATION AND EXPERIENCE REQUIRED**

It is essential that the post holder is educated to at least Higher level. Further qualification at level comparable to Dip SW or SVQ Level 4 is desirable. He/she should have relevant experience, with some management experience being desirable. Experience of volunteering or of working with volunteers is desirable. He/she should also have good verbal and written communication skills.

## **OTHER**

This job description is not intended to be an exhaustive list of tasks. The post holder will undertake such additional duties as would be reasonably required of someone at the same or lower grade. These duties may be undertaken at the principle place of work or at other Sacro establishments as required.

Sacro is fully committed to the active promotion of equal opportunity in its capacity as an employer and in the provision of all its services both to those harmed by and those responsible for crime and to the community as a whole. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.

The post holder will require to adhere to Sacro's Health and Safety policy and to implement this in their working environment and practices.

This post will require a Disclosure Scotland Criminal Record check.

Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible, to cover for colleagues.

Some evening and weekend work may be required.

### **Outline of main terms and conditions of service:**

Salary:	SCP 31–34 (currently £24,942 – £27,165 per annum).
Leave entitlement:	25 days annual leave and 12 statutory days.
Condition:	This post is subject to a satisfactory Enhanced Disclosure Scotland check.
Hours of Work:	35 hours. Additional evening/weekend work will be required, for which time off in lieu may be taken.
Pension:	Sacro employees are automatically entered into the Strathclyde Pension Fund subject to satisfying eligibility criteria. This is a contributory scheme and employees may opt out of the scheme within the first month of employment.
Car User Status:	Essential.
Notice:	One month on either side, in writing.