

Overview

As a Service Manager, you will lead and manage your team to support people to live safely in their own homes, to realise their ambitions and fulfil their potential. You will be working within a busy and dynamic team, which requires the flexibility to be reactive to the ever-changing environment.

You will have an appreciation of Carr Gomm values while developing a greater understanding of the organisational goals and objectives both for the people we support and all colleagues.

Excellent communication skills are crucial as a key contact for our internal and external partners. This role requires strong leadership and the passion to drive your team and locality towards achieving Carr Gomm's values and strategic objectives.

Responsibilities & Success Factors

Reporting to the Operations Manager, the Service Manager role is a versatile role whereby no two days are the same.

Success in this role includes, but is not limited to:

- Establishing, sustaining, and developing the service in its locality, in line with the contract and Carr Gomm's strategic objectives.
- Ensuring that the service operates flexibly, in response to changes in requirements
- Understanding and implementation of relevant legislation, including that related to working with vulnerable people
- Ensuring specific support strategies are prepared and followed in line with our policies and the identified needs and outcomes of the people supported
- Promoting a responsive, creative, and supportive team and culture by nurturing an environment that focuses on the value that each colleague brings to the team
- Working with the Operations Manager to plan and provide opportunities for the continual personal and professional development of your team
- Developing maintaining internal and external networks and Joint Working ensuring good links with people supported, agencies and others important to them in planning and delivering support
- Understanding the contractual obligations and manage the budget, staff complement and rotas in accordance with the financial procedures
- Working alongside the HR team to maintain positive employee relations and good working practice

This list is by no means exhaustive; rather it gives an overview of what can be achieved in this multi-faceted role. You will be responsible for all members in your team, and therefore you will need to be self-motivated and pro-active, with a real passion to making a difference.

What we are looking for...

Successful Service Managers come from different backgrounds and have a range of work and life experiences. All are creative and have a flair for engaging and inspiring people, whilst sharing our values of respect, interdependence, choice, control, openness, and honesty.

In our eyes, the best Service Managers are natural leaders who are passionate, logical, and flexible; they have excellent communication and people skills which they use to forge strong, productive relationships and have the capacity to deliver. They are also confident problem solvers with ideas to improve new ways of working and contribute to the development of Carr Gomm, including, our philosophy, person-centred approaches, business plan, policies, and strategies.

We expect that you will have an understanding of the Scottish Social Care sector, alongside good knowledge of the requirements of regulatory bodies such as the Care Inspectorate and SSSC. Professional qualifications and / or the ability to demonstrate relevant skills and experiences are desirable, as it is an ability to demonstrate the experience of work which matches the requirements of this profile.

Your benefits will include:

- £37,261 – £42,302 per annum (pro rata)
- 35 days holiday per year, increasing to 40 days with length of service
- Enhanced maternity, paternity, adoption, and sick leave
- A Defined Contribution pension scheme, with incremental employer contributions
- Access to the Carr Gomm App: which includes free physiotherapy, health coaching and counselling
- Free Blue Light Card (giving access to thousands of discounts and promotions)
- Membership of a credit union
- Cycle to work scheme; and more!