

## Jewish Care Scotland

### Job description

#### 1. Job identification

Job Title: Service Lead

Responsible to: CEO

Department: Community and Wellbeing

No of Job Holders: 1

Line Management: Provide direct supervision and allocation of work to all staff within the Community and Wellbeing team, who work across registered and non-registered services.

Last Update: May 2025

#### 2. Job purpose

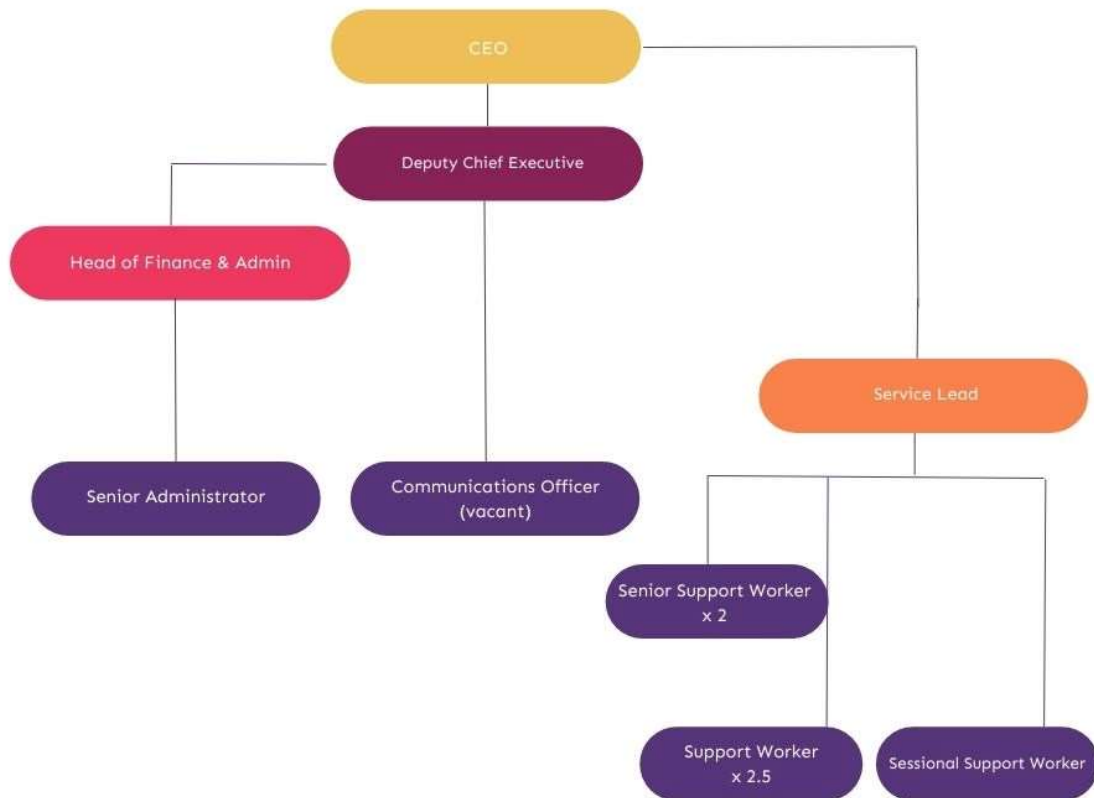
To provide direct line management to the staff within the Community and Wellbeing Team. This involves taking lead responsibility for the registered services by taking up the registered manager position, as well as overseeing, in conjunction with the management team, community engagement and other care and support interventions within the Community and Wellbeing team.

#### 3. Role of department

The Community and Wellbeing function within Jewish Care Scotland aims to provide high quality opportunities for connection and wellbeing for the Jewish community throughout Scotland. This also extends to providing support to those within the general population if this is seen to benefit and promote the ends of the charity and its strategic objectives.

#### 4. Organisational position

### Jewish Care Scotland organisation chart



#### 5. Key result areas

##### Supervision

1. Take lead responsibility for supervising all staff within the team to ensure that they understand their role and are carrying this out to the required standard
2. Provide regular quality supervision to all team members, including overseeing any immediate performance issues, taking responsibility to flag these up to the CEO when necessary.
3. Ensure staff training and development needs are assessed and met.
4. Ensure staff are compliant with the registration requirements of the relevant regulatory body.
5. Support the service directly, if required. This may, for short periods include direct service delivery and the progressing of any pieces of work essential to maintain the standard of service provision.
6. Facilitate regular team meetings/briefings and promote a positive team culture
7. Manage and direct (in line with guidance from the CEO) any volunteers associated with any services.

##### Registered Services

1. Act in the capacity of registered manager for all services which are registered. This includes understanding the role of registered manager and completing any qualifications as legally required for the role
2. Take the lead responsibility for ensuring that all care plans and notes are not only up to date and recorded, but that they are of a good enough quality. This will include factoring in regular reviews of work and addressing any issues as required during supervision.
3. Take lead responsibility for required notifications to the Care Inspectorate.
4. Implement regular audits of the registered service, which will include self-evaluation through quality frameworks for adult services, as stipulated through the Care Inspectorate's good governance framework
5. Ensure that all health and safety and good governance arrangements are in place for the service – this includes for any building-based care (inspection of equipment, fire alarm tests etc) or community-based services (individual risk assessments, use and supply of PPE etc)
6. Take responsibility for signing off all care plans and for ensuring that any concerns of risk/protection are escalated as appropriate and that the CEO is also notified

#### Non-Registered Services/Community Work

1. Take lead responsibility for progressing and growing our community reach, as stipulated in our strategic plan, after agreement with the CEO.
2. Progress work in the community (with the support and utilisation of the Senior support worker/support workers) such as our intergenerational programme, and other community networking opportunities in order to provide a wider system of support for clients and to raise the profile of the charity
3. Seek opportunities for collaboration and present possibilities of future work to the CEO for agreement to take forward
4. Lead on any initiatives in relation to developing the scope of the service. This will also include delegating where appropriate (e.g. to the Senior Support Worker) and working in partnership with the other service staff (e.g. fundraising and comms) and external organisations, to source possible initiatives, plan for these, provide information for our communications platforms, and evaluate their uptake and effectiveness.
5. When required support the Senior Support Worker in appropriately assessing and allocating work. This will include making decisions where there is doubt or concerns about assessment and/or appropriate interventions.
6. Ensure work is progressed and that projects are managed well.

#### Governance

1. Take part in any meetings with external partners as required in order to promote our services and to participate in any initiatives, e.g. Dementia Strategy, Strategic Planning, etc
2. Provide contract management reports to the commissioning team of the HSCP as requested, and attend HSCP contract monitoring meetings.

3. Ensure required notifications are made as required to the relevant regulatory bodies, e.g. Care Inspectorate, Scottish Social Services Council.
4. Ensure the service is compliant with the new safe staffing legislation, The Health and Care (Staffing)(Scotland) Act 2019.
5. Update any policies as required, especially in relation to the Community and Wellbeing service
6. Provide regular updates to the CEO (at least quarterly) in relation to how the services are doing – numbers, quality of work, difference the service is making and highlighting any issues
7. Complete service audits as agreed with the CEO.

#### Training and Development

1. Take responsibility for your own learning and ensure any gaps in knowledge are highlighted to the CEO as deemed necessary
2. Take part in regular supervision with the CEO and take part in management and other meetings as required.
3. Ensure all mandatory training is completed within the timescales agreed by management
4. Be competent in the Registered Manager role and the Scottish Social Care Standards, as well as any other care related legislation and guidance as deemed appropriate for your role

#### Financial

1. Manage departmental purchase expenditure within agreed levels.
2. Review budget performance regularly with the Head of services for Finance and Admin.
3. Monitor the costs of individual packages of care and support.
4. Attend monthly debt review meetings.

### **6. Assignment and review of work**

Directly from the CEO for guidance, management and work review, and for objective setting and formal appraisal of performance.

Expected to self-manage especially in terms of supervising other staff and carrying out the Registered Manager role.

### **7. Decisions and judgements**

Able to use initiative and conduct high level assessment of referrals and situations  
Expected to make final decisions where appropriate  
Expected to identify, escalate and manage risk immediately

## 8. Knowledge, training and experience required to do the job

### Essential

#### JCS values

- The ability to work in a way that upholds the values of JCS is essential
- The ability to demonstrate behaviours that support the values of JCS is essential
- JCS Values:
  - Work with *integrity* by being honest and transparent in all we do
  - Ensure *competence* in our abilities by having a trained and skilled team
  - Demonstrate *compassion* by putting kindness at the heart of all we do
  - Show *respect* by listening to the feelings and wishes of others and promoting rights
  - Support *collaboration* by strengthening positive relationships within the community

#### Qualifications, knowledge and experience

- Essential to have or currently be working towards :
  - Practice based qualification: SVQ Social Services and Healthcare SCQF Level 9
  - Management qualification: SVQ Care Services Leadership and Management for SCQF Level 10 (or equivalent)
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- Supervisory experience, preferably in the social care sector
- At least 5 years' experience of working in a social care/support related role
- Sound knowledge of health and social care standards and regulatory requirements.
- Personable, approachable, and highly organised
- Experience of managing and prioritising referrals

#### Skills/abilities

- Hold a clean current driving license
- Good assessment skills and ability to formulate initial plans of action
- Good IT skills
- Excellent team player with ability to multi-task
- Self-managing and confidence to manage own workload
- Ability to prioritise time and work on multiple projects at any one time
- Ability to motivate other staff
- Excellent written and oral communication skills
- Self-motivated, focused and enthusiastic

**Desirable**

- Understanding of Jewish culture
- Experience of working in a charity setting

**9. Job description agreement**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department/Manager Signature:

Date: