



Recruitment Pack

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Dear Applicant

Service Manager Vacancy

Thank you for expressing your interest in the Service Manager vacancy with us here at Crossroads.

Further details of this post and how to apply can be found within our application pack.

In respect of the completion of our application form, you should complete all sections in black ink or typescript.

Your completed application form should be returned by email to manager@crossroadspert.org

The closing date for receipt of applications is **12 noon on Monday 19th April 2021**.

We will shortlist all applications as soon as possible after the closing date. If you have not received an email or letter inviting you for interview within 14 days after the closing date, it is with regret that your application has been unsuccessful on this occasion.

We wish you good luck in your application.

Yours sincerely

Recruitment Team

Recruitment Team
Crossroads

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Our Recruitment and Selection Process

Our recruitment and selection process will ensure that we select the most suitable person for the job in respect of skills, experience and qualifications to deliver our strategic objectives and the ability to make a positive contribution to the values and aims of the organisation.. To this end, we will recruit candidates who are most suited to the position in question and will comply with our Equal Opportunities and Equalities policy at all times and in line with our obligations under the Equality Act 2010.

We will treat all job applicants in the same way at each stage of the recruitment process, and no assumptions will be made on the basis of, for example, appearance or a foreign name or the assumption that a foreign national or someone from an ethnic minority does not have the right to work in the UK.

Equal Opportunities and Equality

It is against our Equal Opportunities and Equality Policy to discriminate either directly or indirectly on the grounds of race, nationality, ethnic origin, gender, marital status, pregnancy, age, disability, sexual orientation, gender reassignment, ethnicity, cultural or religious beliefs. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is placed at a disadvantage.

We will ensure that no applicant receives less favourable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work.

When writing our job descriptions, we will ensure that no job applicant receives less favorable treatment than another on the grounds of disability, gender, race, religion or belief, age, sexual orientation, marital status, parental status, caring responsibilities or hours of work, and that no applicant is placed at a disadvantage unjustifiably by requirements or conditions which have a disproportionately adverse effect on a particular group.

Applicant Privacy

We are committed to being clear and transparent about how we will collect and use applicant's data and meeting our data protection obligations. During the recruitment process, we will collect and process personal data relating to job applicants.

Further information can be found within our Applicant Privacy Notice.

How to Apply

Should you wish to apply for the post, please complete and return your application form clearly demonstrating your suitability for this role by email to manager@crossroadsp Perth.org

Closing Date

Please ensure your application arrives by **12 noon on Monday 19th April 2021**.

Our Job Description

Our job descriptions are a key document in our recruitment and selection process. All job descriptions will clearly and accurately set out the duties and responsibilities of the job role.

Our Person Specification

Our person specification is of equal importance to the job description and informs the selection decision. It details the skills, experience, qualifications, abilities and expertise that are required to do the job. It will be specific, related to the job, and not unnecessarily restrictive.

The person specification forms the basis of the selection decision and enables the selection panel to ensure objectivity in their selection.

Application Form

You can download a copy of our application form from our website www.crossroadsp Perth.org

All candidates for all of our posts, including internal applicants, will be asked to complete our standard application form, in order that all applicants can be judged on the basis of comparable information.

The submission of Curriculum Vitae's (CV's) for all advertised posts will not be accepted.

Part 1 of our Application Form which contains your personal details including name, address, sex, gender, ethnicity, disabilities, age, sexual orientation, faith, religion or beliefs will not be shared with the recruiting manager and interview panel for the shortlisting purposes.

Part 2 of our Application Form detailing your reference number only will only be made available to those directly involved in the recruitment and selection process.

Criminal Convictions or Pending Charges

You will be asked to declare on the application form whether you have ever been convicted of any criminal offence which cannot be regarded as 'spent' in terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) or whether you have any criminal charges pending.

Interviews

Interviews will be scheduled as soon after the closing date as reasonably possible.

If you are shortlisted for interview you will be notified of this in writing by post or by email. If you have provided your email address, we will normally contact you this way.

We are asking for your support and understanding to help us to minimise the risk of COVID-19. In order to keep everyone safe, our office is currently closed we therefore anticipate that all successfully shortlisted candidates will be invited to attend their interview virtually via Zoom. We continue to take guidance from the Scottish Government in relation to this.

If you have not heard from us within 2 weeks of the closing date, please assume that unfortunately, on this occasion, your application has not been successful.

Safeguarding

We are committed to safeguarding and promoting the welfare of children and adults and this role will require you to share this commitment.

If you are successful and offered the post you will be required to undertake a criminal record check via the Protection of Vulnerable Groups (PVG) through Disclosure Scotland.

Confirmation of Right to Work in UK

We have a legal responsibility to ensure that you have the right to work in the UK therefore if you are given an offer of employment you will be subject to the submission of the appropriate documentation evidencing this.

It is essential that we apply the same criteria to every person who is offered employment with us, regardless of race, nationality or ethnic or national origins and therefore this check will be undertaken for all new employees offered employment with us.

Probationary Period

This post has a six (6) month probationary period.

Job Description – Service Manager

Job Title:	Service Manager
Salary:	£32,000 - £35,000 dependent on qualifications
Hours of Work:	35 hours per week Monday – Friday 9.00am – 5.00pm
Location of Work:	Perth, Scotland
Contract Type:	Permanent
Qualifications Required:	<p>Essential</p> <p>From the following:</p> <ul style="list-style-type: none"> • Social Services and Healthcare at SCQF Level 9 (SVQ4) • Health and Social Care at SCQF Level 9 (SVQ/NVQ 4) • BA (Hons) Social Work (or equivalent). <p>Previous experience of managing people, 2 years in a supervisory post.</p> <p>Have a sound working knowledge of working within the required standards of the Care Inspectorate and the SSSC Codes of Practice.</p> <p>Excellent organisational and written skills.</p> <p>Desirable</p> <p>Care Services Leadership and Management at SCQF Level 10 (SVQ 4) or the ability to work towards the relevant qualification required for your SSSC registration.</p>

About Us

Crossroads (Perth & Kinross) is an independent charity providing excellent quality respite and care at home to the residents of Perth & Kinross, both privately and via Perth & Kinross Council.

Role

You will be responsible for the leadership, strategic development and financial management of Crossroads and will oversee the co-ordination of services, which will be managed on a day-to-day basis by the Care Manager.

You will contribute to strategic partnerships, build effective relationships, and develop innovative partnership-working opportunities at a local level.

You will be able to demonstrate a passion for change and playing a key role in the continuous development and growth of the organisation.

Duties and Responsibilities

Leadership

- To provide effective strategic and operational leadership to the Care Manager and the wider Crossroads staffing team, motivating, and empowering staff to develop within their roles.
- Responsible for the overall strategic and operational management of our services ensuring they are consistent with our agreed business and financial plans, strategies, policies, and achievement of outcomes.
- Oversee the effective running of the day-to-day office management, including premises and equipment.
- To implement policies, procedures, and guidelines inclusive of employment policies with the organisation.
- Enable Crossroads to develop and maintain a culture which reflects our values ensuring that it is a workplace where fairness, respect, good communication, engagement, and wellbeing are in place and recognised as important.
- Review and develop sound policies and procedures in line with the ethos of Crossroads and ensure their effective implementation.
- Take the lead role in shaping the direction and development of Crossroads, in conjunction with our Board of Directors.
- To develop and implement our business strategy, budgets, consistent with agreed strategies, and plan resourcing to ensure we have the capabilities and resources required to achieve future growth and sustainability.
- To provide one-to-one Support and Supervision to our Care Manager and Finance Manager to ensure continuing professional development through a performance review/ appraisal process and assessment of training and development needs.

Staff Recruitment, Development and Training.

- Have overall responsibility for the recruitment, induction, managerial supervision, and annual appraisal of staff within the organisation.

Management and Service Delivery

- Ensure management and service delivery comply with all legislative requirements, standards of best practice and Codes of Practice, including standards set by Social Work are met.
- To ensure effective communication within Crossroads and with our clients.
- Lead practice that promotes the rights, responsibilities and equality and diversity of individuals.
- Participate when appropriate in multi-agency planning and review meetings with the consent of the individual and family concerned.
- To oversee the development and delivery of our services and ensure that performance is consistent with our principles, procedures, and policies.
- To oversee that the complaints process is completed in a professional and timely manner assisting the Care Manager as required.

- Overall responsibility for quality assurance processes for the service e.g., Care Inspectorate Annual returns, Social Work Contract monitoring.
- Ensure that Care Inspectorate registration is kept up to date, and any changes notified to them in a timely manner.
- Ensure robust systems are in place for adherence to GDPR across Crossroads and reviewing these systems on a regular basis.

Organisational Development

- Respond to the changing environment by identifying and securing areas of growth, potential funding, and additional income streams.
- Proactively leading the:
- Implementation of our strategic plans within the organisation to meet current and future service aims and objectives.
- Development of our service level agreements, business plans, team aims and objectives.
- Achievement and implementation of our business strategy plan.
- Oversee the establishment of new care packages to ensure future growth and sustainability of the organisation.
- Promoting the highest standards of care and service - ensuring quality standards are maintained within all aspects of the business.
- Engage in current developments to ensure an up-to-date knowledge and understanding of relevant legislation, policy, and practice.

Collaborative Working

- To positively raise the profile of Crossroads and the services we provide through networking, collaborative working with external agencies and partnerships.
- To engage, at a strategic level, and work in partnership with all appropriate stakeholders and partnerships.
- Develop key business relationships with all relevant customers/external parties to ensure service delivery excellence and maximise new business opportunities.
- Participating in partnership meetings and forums as appropriate.

Monitoring and Reporting

- Regularly monitoring and reviewing the ongoing development and delivery of the services we provide to ensure that performance is consistent with the organisation's principles, procedures, and policies.
- In conjunction with the Care Manager provide written reports to our Board of Directors and local authority.
- Oversee the investigation, reporting and management of incidents, accidents, and complaints, ensuring all necessary inspections are undertaken and prepare relevant reports and recommendations.

- Develop funding strategies and secure funding to sustain and develop Crossroads.
- Monitor and manage operational risk on a day-to-day basis, following risk management processes.
- Attend Board meetings, present reports as required ensuring that Board members receive appropriate and timely information and advice on all relevant matters.

Any other responsibilities commensurate with the role required to meet the needs and expectations of Crossroads and the Board of Directors.

This job description is broad-based and is not intended to be an exhaustive list of all possible duties. It is recognised that in line with the changing needs of the organisation, there may be a requirement to review this job description from time to time to ensure that it accurately reflects the duties associated with this role.

Person Specification – Service Manager

The person specification details the knowledge (including necessary qualifications) skills and abilities, experience and aptitudes required to do the job, specifying which are essential and which are desirable.

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Only applicants that meet all of the Essential criteria will be shortlisted for interview.

		Essential	Desirable
E1	<ul style="list-style-type: none"> • Social Services and Healthcare at SCQF Level 9 (SVQ4) • Health and Social Care at SCQF Level 9 (SVQ/NVQ 4) • BA (Hons) Social Work (or equivalent). 	✓	
E2	Have a sound working knowledge of working within the required standards of the Care Inspectorate and the SSSC Codes of Practice.	✓	
E3	Staff management skills, 2 years in a senior supervisory post.	✓	
E4	Knowledge of best practice in management and leadership approaches.	✓	
	Demonstrable experience in managing the delivery of direct services, including staff, financial and resource management.	✓	
E5	COVID-19 – an understanding of the need to respond effectively within services to the changing challenges of working during this time of a national pandemic and the resilience to carry this through and support the Crossroads staffing team.	✓	
E6	Management experience at a strategic level, including developing and implementing strategic plans.	✓	
E7	Ability to manage resources, information, and quality.	✓	
E8	Experience of developing and overseeing systems and processes.	✓	
E9	Experience of project planning, funding, and evaluation.	✓	
E10	Ability to develop outcome-focused monitoring and evaluation frameworks to support concise reporting.	✓	
E11	Budget management skills.	✓	
E12	Ability to work creatively and innovatively to develop services and supporting systems responsive to client's needs.	✓	
E13	Excellent communication skills (written, verbal and presentation).	✓	
E14	Experience of working effectively with a wide range of agencies and partners at strategic level.	✓	
E15	Ability to negotiate, influence and develop effective partnership relationships at all levels.	✓	
E16	An approach to work which is positive, flexible and solution focused with the ability to balance competing priorities.	✓	
E17	Commitment to Continuing Professional Development.	✓	
E18	Willingness to work occasional unsociable hours.	✓	
D1	SVQ 4 Care Services Leadership and Management at SCQF Level 10 or the ability to work towards the relevant qualification required for your SSSC registration.		✓
D2	Experience of securing and managing grants, contracts, or tenders.		✓
D3	Knowledge of legislation and good practice relating to data protection.		✓
D4	Knowledge of good practice in HR.		✓
D5	Marketing and promotional experience.		✓

Job Applicant Privacy Notice

Introduction

During our recruitment process, we will collect and process personal data relating to job applicants.

We are committed to being clear and transparent about how we collect and use that data and to meeting our data protection obligations.

What Information Do We Collect and Process?

We will collect and process a range of personal information (personal data) about you. Personal data means any information about you from which you can be identified. This includes:

- Personal contact details, such as your name, title, address, and contact details, including email address and telephone number.
- Details of your qualifications, skills, experience, and employment history, including start and end dates, with previous employers.
- Information about your remuneration.
- Information about your entitlement to work in the UK.
- Information about any criminal convictions
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, religion, or belief.

We collect this information in a variety of ways during the application and recruitment process. For example, data may be contained in application forms, obtained from identity documents, such as your passport and collected through interview.

In some cases, we may collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks permitted by law.

Data is stored in a range of different places, including on your application record, in our HR management systems and in other IT systems (including our email system).

Why Do We Process Personal Data?

We need to process data prior to entering into a contract with you. We also need to process data to enter into an employment contract with you and to meet our obligations under that employment contract.

In addition, we need to process data to ensure that we are complying with our legal obligations. For example, we are required to check that you are entitled to work in the UK before your employment begins.

We have a legitimate interest in processing personal data during the recruitment process and in keeping records of that process. Processing such data from job applicants enables us to manage the recruitment process, assess the suitability of candidates and make informed decision as to whom we wish to recruit. We may also have to process data from job applicants in order to defend legal claims.

For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake a particular role.

If You Fail to Provide Personal Information

You are under no obligation to provide us with data during the recruitment process. However, if you do not provide certain information when requested, we may not be able to process your application for employment properly or at all.

You are under no obligation to provide information for equal opportunities monitoring purposes and there are no consequences for you if this information is not provided.

Automated Decision-Making

Our employment decisions are not based solely on automated decision-making.

How Long do we Keep your Data?

We will only hold your personal data for as long as is necessary to fulfil the purposes for which we collected it. If your application for employment is unsuccessful, we will hold your data on file for 12 months after the end of the recruitment process. At the end of that period, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and we shall issue a new privacy notice which sets down the periods for which your data will be held.

Who Has Access to Data?

Your information will be shared internally for the purposes of the recruitment process, including with the recruitment panel and our HR Advisor.

We will not share your data with third parties unless we make you an offer of employment. In those circumstances, we shall share your data with third parties where required by law and where it is necessary in order to administer the working relationship with you or where we have another legitimate interest in doing so.

We will not transfer your data to countries outside the European Economic Area.

How Do We Protect Data?

We take your data seriously and we have internal policies and controls in place to prevent your data being lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Your Rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request (known as a “data subject access request”).
- Require us to change incorrect or incomplete data.
- Request erasure of your personal information. This enables you to ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- Object to the processing of your data where we are relying on our legitimate interest as the legal ground for processing; and
- Ask us to suspend the processing of your personal data for a period of time if data is inaccurate or there is a dispute about its accuracy or the reason for processing it.



If you would like to exercise any of these rights, or you have any questions about the privacy notice, please contact our Service Manager.

If you believe that we have not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office.