

Visiting Housing Support Service Manager

Job application pack

April 2026

1. Welcome letter from Jane Devine, Chief Executive

Hello!

Thank you for your interest in the Service Manager role at Four Square Scotland.


This is a great time to join our team. We are ambitious for the people we support and we work to empower them to expect and experience a better future.

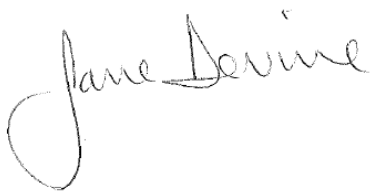
This role is key to that ambition. Our Visiting Support Team work with people in the community who are homeless or at risk of homelessness. As a Service Manager, you will lead a team of eight to support people to access stable housing and sustain their tenancies.

This role is energising but demanding. You will need to balance people leadership, service delivery, innovation and partnership working, but the rewards are real and you will see the impact of your work every day.

You will be working with a committed team who live our values of ambition, empowerment, integrity and respect, and who support people to a positive future

If you are looking for a role where you can lead a team, improve services, and make a genuine difference, we would love to hear from you.

Good luck 



Chief Executive

2. Our charity

Four Square is a charity operating solely in Edinburgh and focussing on supporting people who are homeless and at risk of homelessness. Established in 1982, we have a strong presence in the city and a national reputation.

Our mission is clear:

We are ambitious for people who are homeless.

We believe in empowering the people we support to expect and experience a better future. We work to nurture feelings of hope, confidence and self-worth. We operate with integrity, respect and positive always.

And change happens.

Our values are crucial: ambition | empowerment | integrity | respect

Our culture is based on trust, leadership and curiosity

We are in a good position in Four Square:

- our homeless services are now contracted until 2033/34;
- our social enterprise, Edinburgh Furniture Initiative has had a record-breaking year;
- our social enterprise café will turn a profit in its second full year of operation;
- we have recently brought in five new board members with expertise in business development, finance, organisational development, governance and social care.

We are in year 2 of a new strategic plan which takes us to 2030, with bold ambitions to do the very best for people facing homelessness and the communities we all live in.

Please look at our website for more details about who we are and what we do:

www.foursquare.org.uk

3. Our strategic plan

This is an abbreviated version of our strategic plan to give you a flavour of our future. This version sets out the ambition, the specific projects and targets are not published.

Our strategy 2025 – 2030: Change Happens.

Our core purpose at Four Square is to support people out of homelessness in Edinburgh. And we believe that to have the best impact we need to go beyond the basic. We don't want to give someone just a roof, we want to provide a beautiful home where they feel valued, safe and seen. And we don't feel our job is done when we have someone signed up to all the benefits they can get, or into just any job. Instead, we want to support them into good jobs and exciting careers and help them find fulfilling ways to spend their time.

Aligned to this is our work in our shop, EFI and the Four Square Park Café. We use these enterprises to generate income, work and volunteering opportunities. But they also fulfil another element of what we do. EFI helps people create beautiful homes and allows those with less money to access quality furniture that is sustainable and great value. And the café, located in a beautiful park in one of the most deprived areas of Scotland, helps create an accessible, community space where people can have lovely food in a breathtaking environment and feel a sense of belonging.

To deliver this impact we need a well-run organisation employing focussed individuals in high performing teams; a growth plan that is about scaling what we do in order to have greater impact on people's lives and a lesser impact on the planet; learning, networking and piloting new ideas so we can be at the cutting edge of practice and development; and ensuring we are financially secure enough to weather the unexpected costs and income variations that are prevalent in this sector.

Our plan has 5 objectives.

1. Beautiful homes and good jobs

Four Square is ambitious for people experiencing homelessness and believes that beautiful homes and good jobs are the key to supporting people out of homelessness. A roof over their head and being signed up to benefits or given a job that will keep them poor is not enough for people who have lost their home because they have been in the care system, have been trafficked or become too ill to afford their rent.

To recover from this experience, to gain confidence, self-esteem and to thrive, they need to feel valued, worthy and that they matter. We have hope and ambition for people experiencing homelessness and through our innovative approach and impactful services we support people to leave homelessness behind.

2. Impactful people and impactful work

We want to do things that work, do them well and always look to improvement. That means we need motivated, well-trained and supported staff who are clear on their role;

take responsibility and accountability; and are able to stand back and see the bigger picture. We also need good measurements to ensure our work is impactful.

3. Growth for impact

We are not setting growth as an objective on its own, rather we are setting impact as an objective and we are focussed on only getting bigger if bigger is better.

4. Thought leadership

We believe we have something special to offer and we believe our approach works well. To maximise our impact we want to share, influence and highlight our good work.

5. Financial resilience

Public funding and public services are under huge pressure. We do not want to be dependent on dwindling resources, nor do we want to provide services at a basic level. We are ambitious for people who are homeless and basic or reducing funding does not support ambition.

Having financial resilience and working towards independence will allow us to continue to provide beautiful homes, good jobs and help make change happen. There are two key elements to this: an efficient and focussed organisation is one part; and income generation from our social enterprises is the other.

4. Job Description - Visiting Housing Support Service Manager

Reports to: Head of Services

Salary: £37,853.00 p.a.

Location: 454 Gorgie Road, Edinburgh, EH11 1FD (Head Office) plus various locations around the city

FTE: 5 days, onsite – no hybrid working option

On-call: as a service manager you will be part of the on-call rota across all Four Square Services giving out of hours support to teams.

The role

As Service Manager, you will lead Visiting Housing Support services in South West Edinburgh.

You'll lead a team of eight staff and support people who are homeless, at risk of homelessness or in unsuitable accommodation. The support will focus on empowering people to sustain their tenancies and live well in stable housing.

You'll be managed by the Head of Services and work within a peer group of 7 other managers across the organisation. This service is delivered in partnership with Right There and you'll work with colleagues across the partnership, sharing a responsibility to develop and embed our partnership approach.

Overview

This service is commissioned by City of Edinburgh Council and is in year 2 of a 10 year contract. Your team will support 300-400 people each year through phone support, direct meetings in people's homes, running drop in sessions and visiting shared houses and other temporary accommodation. Your team will help people understand how to bid for housing; help them access benefits; signpost services to help them with additional concerns including mental health support; and, when the time comes, your team will support them to set up their tenancy in a sustainable way.

Responsibilities

Your responsibilities are in four parts:

- Leading a team
- Delivering the service
- Partnership working
- Upholding the values and culture

Leading a team

You will lead and line manage a team of eight practitioners and administrative support creating a high-performing, values-led culture where staff feel motivated, supported, and clear in their roles.

- You will take a lead role in the recruitment, onboarding and induction of new staff, ensuring they are equipped and confident from the outset.
- You will provide constructive feedback in real time as well as supporting staff through performance conversations, annual appraisals, and coaching. And, you'll build a resilient team that can manage complexity, deliver high-quality support, and respond appropriately to safeguarding and risk.
- You will recommend and organise training for your team and for individuals.
- You will be a conduit for organisational wide information, ensuring staff feel supported and understand the bigger picture
- Hold registration / You will maintain required professional registration in line with SSSC requirements.
- You will participate in the on-call rota, responding to incidents and providing out-of-hours guidance and decision-making

Delivering the service

You are responsible for all aspects of service delivery, from referral to sign off and everything in between.

- You will generate referrals and oversee the referrals we receive, ensuring they are appropriate for our service and allocated on the basis of need and capacity. Through regular case reviews and audits, you will ensure practice is trauma informed and focused on outcomes.
- You will lead on compliance and reporting, using internal and external systems to track performance and report on contractual requirements. You will use our case management system In-Form to ensure accurate, up-to-date recording that clearly evidences support, progress, and outcomes.
- You will manage a budget for expenses, training and project costs.
- You will ensure compliance with Care Inspectorate and SSSC standards, maintaining strong casework quality, accurate recording, and effective reporting across the service.
- You will be the lead on safeguarding and managing risk, supporting staff to manage complex situations safely, with appropriate escalation and shared responsibility.
- You will use data and learning to strengthen performance, drive improvements, and embed a consistent, high-quality approach across the service.

- You will identify funding opportunities and support the development of funding applications

Partnership working

Partnership working is key to the success of this role and this service. You'll play a key role in developing partnerships and continuously improving the service—working closely service providers in the local area, the local authority and other stakeholder to strengthen collaboration, identify opportunities to provide support, and drive better outcomes for the people facing homelessness.

The key partnership however, is the relationship with Right There.

Four Square work with Right There to deliver visiting housing support in the West of the city. Right There are the lead partner and provide the service in the North West, while Four Square operate in the South West. We share some resources and benefit from the support and guidance of a Locality manager based in Right There. This is year two of a ten-year partnership and you will work with colleagues in Four Square and Right There to enhance the partnership and reap the benefits of cross organisation working.

Three of your team are employed by Right There and you'll work to ensure seamless management of these staff. You'll also lead and participate in joint training as well as reporting performance into the partnership.

Upholding our values and culture

Our values are the essence of what we do. As well as delivering a service, as a leader, you are expected to use our values to elevate the service you manage. This means that you demonstrate ambition, empowerment, integrity and respect in all that you do. And, that you use these values to ensure the service is innovating, responsive and truly has an impact on people experiencing homelessness.

Alongside our values, Four Square promotes a culture based on trust, leadership and curiosity. It's important that, as a leader, you role model these behaviours, including:

- Trust – starting from the belief that everyone has good intentions
- Leadership – supporting everyone to lead by what they say and do
- Curiosity – encouraging everyone to be interested in what we do and why

Shared accountabilities

Alongside other managers, you will:

- Ensure compliance with legislation and standards
- Contribute to organisational performance and reporting
- Support organisational learning and improvement
- Be visible, accessible, and engaged across services

5. Person Specification

Skills, Values and Attributes

- Ambitious for people experiencing homelessness; empowers better futures
- Values-led leader who motivates, challenges and supports staff
- Confident managing complexity, risk and safeguarding
- Committed to high standards, quality and continuous improvement
- Acts with integrity and respect
- Builds strong relationships with people, staff and partners
- Clear communicator who gives direction and holds accountability
- Organised and able to prioritise competing demands
- Confident decision-maker in complex, high-risk and multi-agency contexts
- Strong coordination skills across systems, deadlines and priorities
- Understanding of homelessness

Qualifications and Experience

- SVQ Level 4 (or working towards), or SVQ Level 3 meeting SSSC requirements
- Membership of the Protection of Vulnerable Groups (PVG) scheme.
- Relevant qualification in Housing, Social Care or related field (desirable)
- Experience managing or supervising staff, including performance conversations
- Experience supporting people with homelessness or complex needs
- Strong knowledge of risk, safeguarding and trauma-informed practice
- Confident using case management/reporting systems (e.g. In-Form, ECCO)
- Experience of multi-agency and partnership working
- Experience overseeing complex casework
- Experience in service development and inspection readiness

On-Call Requirements

- Will participate in an on-call rota covering one week in four and annual leave cover when required, including evenings, weekends and occasional overnight cover
- Able to respond to incidents, provide guidance and make decisions in a timely manner while on-call
- Flexible and responsive to the needs of the service

The person will:

- Attend and participate in Monthly reflective practice groups.
- Attend, prepare for Quality Assurance Meeting
- Attend Quarterly Care Inspectorate service self-Assessment Meetings
- Facilitate Monthly meetings with staff teams, recording meeting minutes and uploading documentation.

6. Employee support and benefits

We have high standards at Four Square and in return we support our staff to do a great job, feel valued, and continue to develop.

Regular meetings

You'll be involved in your team, our services and the whole organisation. You'll attend monthly Quality Assurance meetings and reflective practice group sessions with other service managers.

You'll have two monthly one-to-one performance conversations with your line manager to ensure ongoing development and service improvement.

You'll be a member of the organisation manage forum to keep up to date on key developments and support operations and the culture of Four Square.

Induction

We offer a full induction to all staff, tailored to each role.

During your induction, you will meet with the Head of Services, fellow managers, and the team of practitioners, as well as key partners across our network. You will visit all our service to get a feel for the organisation, and you will shadow practitioners to gain a practical understanding of day-to-day delivery and the needs of the people we support.

You will complete mandatory training and receive structured guidance on systems, processes, and quality expectations, alongside an introduction to our culture, values, and our Beautiful Homes approach. You will also work through your induction pack with your line manager, supported by regular check-ins to review progress.

Throughout this period, you will have dedicated space to reflect, ask questions, and shape your learning as you settle into the role.

Benefits

- 35 days holiday including public holidays, rising to 40 after 5 years' service
- Pension with People's Pension (employees 3%; employers 5%)
- Casual dress code
- Access to Organisational Development Programme
- Access to advice and support through our Employee Assistance Programme
- 15% staff discount plus free delivery at Edinburgh Furniture Initiative
- 20% staff discount at Four Square Park Café (excluding alcohol)
- Access to exclusive deals and discounts through our HR platform
- Access to a staff support grant for unexpected one-off costs

7. The application and selection process

Please apply with a CV (no more than 2 pages); and a covering letter outlining why your skills, experience and values make you the right person for this role.

Please email your completed application with the subject line: “Service Manager Application: <<your first and last name>>” and email to: recruitment@foursquare.org.uk by 15/05/2026.

If applying using CharityJob.co.uk, send the CV and cover letter through their site.

Key dates

Please keep the following dates available:

- Advert live: 20.04.2026
- Closing date: 15.05.2026
- Shortlisting complete: 20.05.2026
- Interview invites issued: 21.05.2026
- Interview dates: Tuesday 26.05.26 and Wednesday 27.05.26

Interview process

If shortlisted, you will be invited to attend an interview which will be structured as follows:

- Arrival at: 454 Gorgie Road, EH11 2RN
- A short task
- Formal interview

You should expect to be with us for approximately 75 mins.

The interview panel are:

- Grazyna Wasielewska (Head of services)
- Kelly Innes (Director of Homeless Support)

Additional information



Please let us know if you require any reasonable adjustments to attend the interview or to apply for this role. Parking is available on site.