



Deputy Manager

Respite@Shore

SUSSEX

Job Description

Ref: 435

Job Summary

The post holder will take responsibility for Respite@Shore in agreement with the operational manager and deputise in their absence.

Shore House is an innovative service which provides accommodation and intensive one-to-one and group support to 20 people with mental health diagnoses and complex needs, including those with a dual diagnosis, and people experiencing the effects of complex trauma. The service works proactively and flexibly with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.

Respite@Shore is a pilot service commissioned until August 2022. The service provides a short-term respite stay for people who are thinking about or have recently attempted suicide, by providing a comfortable, non-clinical and caring space to regulate their feelings and identify coping strategies. Its purpose is to support them to regain stability and control and create a plan that mitigates the immediate circumstances that led to their life crisis. The Deputy Manager role is being developed as part of the second phase of the pilot and will be expected to work closely with Sussex Partnership Urgent Care Services to enable the safe and successful referral of individuals currently using statutory mental health services and who are experiencing an escalation in their suicidality/ideation, and to coordinate appropriate, person-centred support for their stay at Respite@Shore

Responsibilities will include managing referrals, coordinating person-centred support, staff support and management, health and safety, maintenance, continuous improvement, and developing and maintaining effective working relationships with external organisations.

Responsible to

- Operational Manager and through line management to the Board of Management.

Responsible for

- All staff working in Respite@Shore
- Support Workers
- Waking Night Support Workers
- All staff employed in the project as well as volunteers, interns and students on placement.

Significant Working Relationships

- BHT Sussex staff
- Sussex Partnership NHS Foundation Trust
- Brighton and Hove City Council
- Clinical Commissioning Group
- CQC (Care Quality Commission)
- Statutory and voluntary organisations

Duties / Responsibilities

Delivery of service and project development

1. To assist the operational manager with overseeing and ensuring efficient and effective delivery of the service.
2. To ensure that the best possible quality and standard of support is provided for clients, within a trauma and psychologically informed framework.

3. To assist the operational manager with developing and encouraging an empowering and person-centred approach in all aspects of service delivery.
4. To assist the operational manager with setting goals and action plans in accordance to the KPIs pertaining to the service.
5. To attend internal and external working groups and disseminate information accordingly.
6. To ensure structures are in place to promote client involvement and co-production of the service and its continuous improvement.
7. To take a lead with coordinating referrals into the project, including ensuring adequate risk and support-related paperwork is in place. To ensure the implementation of proportionate and robust safety plans, effective support and safe departures.
8. To ensure a coordinated, preventative and responsive approach to crisis management, including raising and monitoring Safeguarding Concerns, notifying relevant agencies, contingency planning, liaising with emergency services and keeping robust records of all actions taken
9. To assist the operational manager with continual service improvement, including gathering and utilising feedback from stakeholders, clients, and staff.
10. To assist the operational manager with reviewing Respite@Shore policies, procedures, and project-based risk assessments.
11. To assist the operational manager with reporting to commissioners, partner agencies and regulatory authorities, including annual and quarterly reviews/reports.
12. To liaise with relevant statutory and voluntary organisations, including substance use services, Housing Benefit, DWP, Housing Options Team, Sussex Partnership NHS Foundation Trust, and other providers.
13. To assist the operational manager in responding to feedback and complaints from clients, stakeholders, and/or neighbours.
14. To assist the operational manager to coordinate and/or conduct periodic audits of client support and all aspects of health and safety.

Staff Management

1. To assist the operational manager in recruitment, induction, supervision and staff development.
2. To undertake line management responsibilities for a small number of staff members.
3. To liaise with the operational manager and coordinate annual leave to ensure Respite@Shore maintains adequate staffing levels at all times.
4. To undertake timely de-brief sessions with staff post-incident and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
5. To provide regular supervision and perform all staff-related tasks, including induction, probationary interviews, appraisals and performance reviews or disciplinary issues, as required.
6. To identify staff training needs and support their learning and development.
7. To assist the operational manager to arrange and facilitate team meetings, incorporating opportunities for reflective practice.

Administration and Monitoring

1. To assist the operational manager and administrator in ensuring that efficient systems are maintained accurately which support financial accounting and all areas of housing management and support delivery.
2. To uphold or improve all administrative systems in place, including all relevant databases, archiving and filing systems in accordance with GDPR standards.
3. To assist the operational manager in ensuring that staff maintain detailed casework files on the client database, which fulfil all monitoring and client risk, support and safety requirements.
4. To assist the operational manager with the implementation of effective means of monitoring and reporting the outcomes of the pilot.
5. To assist the operational manager to develop, review or implement service level policies and procedures.
6. To assist the operational manager to complete service reports for commissioners, partner agencies and regulatory authorities within timeframes required.

H&S and Housing Management:

1. To raise maintenance requests and liaise with BHT Sussex Housing Services and contractors to organise access arrangements.
2. To oversee and audit the completion of routine health and safety checks within all buildings including fire, water and infection control, and liaise with external contractors accordingly.
3. To ensure that buildings are well maintained and coordinate the work of contractors when necessary.
4. To assist the operational manager in ensuring the efficient delivery of repairs and maintenance, and all other relevant housing management and tenancy related functions.
5. To assist the operational manager with all aspects of health, safety and wellbeing.

Financial

1. To assist the operational manager in ensuring that the financial resources of the service are used efficiently and purposefully.
2. To assist the operational manager to develop and manage the budget in accordance with BHT financial procedures and to monitor and report on financial and performance targets.
3. To assist the operational manager with budget setting and management in accordance with BHT financial procedures and to monitor and report on relevant financial and performance targets.

General

1. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.
2. To participate in a management on call rota.
3. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required, which will include taking on the duties of the operational manager, in their absence.

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.