

Job Summary

The role of the Deputy Manager is to assist the operational manager in delivering the strategic aims and objectives of Shore House and BHT Sussex. They will assist day to day operation of Shore House and ensure the safety and quality of support provided to people with mental health and complex support needs. The post holder will take responsibility for specified projects in agreement with the operational manager and deputise in their absence.

The Deputy Manager will supervise and direct the work, development and training of the team in line with the expectations of Shore House's service. The Deputy Manager will assist the operational manager in developing the project's services, policies and procedures to deliver a psychologically informed practice and environment. The Deputy Manager will participate in an on-call manager's rota.

Responsibilities will include supporting the implementation of all aspects of the delivery of the service and support, including managing referrals and move-on, health and safety, maintenance, improving standards and performance, staff support and management, and partnership working.

Operational responsibilities will include:

- Managing referrals into the service and ensuring move-on from the service within agreed timeframes.
- Supporting aspects of contract delivery, including meeting or exceeding KPIs and other targets
- Supporting all aspects of Health and Safety
- Supporting the completion of internal and external reports
- Supporting aspects of service finance, including budgets, management accounts, arrears and voids monitoring and reporting.
- Delivering staff inductions, recruitment, support, supervision, reflection and appraisals.
- Liaising effectively with statutory mental health services, including the coordination of joint support and risk planning
- Maintaining and monitoring COVID-19 infection prevention measures

Responsible to

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

Responsible for

- Senior Support Worker
- Groupwork Coordinator
- Administrator
- Waking Night Support Workers
- 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
- BHCC Housing Services
- DWP and Housing Benefit
- 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 service delivery
2. To ensure that the best possible quality and standard of support is provided for clients, within a trauma-informed and psychologically informed framework.
3. To assist the operational manager in ensuring structures are in place to promote client involvement, access to work and learning, and enhance move on opportunities for all residents.
4. To assist the operational manager with office hours and out-of-hours rotas, to ensure the service maintains adequate staffing levels.
5. To assist the operational manager with the coordination of referrals, assessments, and move on from the project to minimise void loss.
6. To assist the operational manager with continual service improvement, including gathering and utilising feedback from stakeholders, clients, and staff.
7. To assist the operational manager with reviewing policies, procedures, and project-based risk assessments.
8. To assist the operational manager with reporting to commissioners, partner agencies and regulatory authorities, including annual and quarterly reviews/reports.
9. 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 in the mental health accommodation pathway.
10. To assist the operational manager with all aspects of health, safety, and hygiene including clients, staff, office, communal areas, and client rooms.
11. To assist the operational manager in ensuring the efficient delivery of repairs / maintenance, and all other relevant housing management and tenancy related functions.

12. To assist the operational manager in ensuring a coordinated and responsive approach to crisis management, including notifying relevant agencies, contingency planning, and raising safeguarding concerns.
13. To assist the operational manager with developing and encouraging an empowering and person centred approach in all aspects of service delivery.
14. To assist the operational manager with coordinating and conducting periodic audits of client support plans, risk assessments, and all aspects of health and safety.
15. To assist the operational manager in responding to feedback and complaints from clients, stakeholders, and/or neighbours.
16. To deputise for the manager in their absence.

Staff Management:

17. To be responsible for recruitment, induction, supervision and staff development.
18. To undertake all line management responsibilities.
19. To undertake timely de-brief sessions with staff post-incident, and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
20. To be responsible for managing staff performance and development, including disciplinary issues.
21. To arrange, attend, and facilitate team meetings, incorporating opportunities for reflective practice.
22. To undertake annual staff appraisals.
23. To facilitate opportunities for volunteers, Interns and student placements within the service and to provide appropriate supervision structures to support these.

Administration and Monitoring:

24. To assist the operational manager in ensuring that efficient administrative systems are maintained accurately which support rent accounting, financial accounting, and all areas of housing management and support delivery.
25. 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.
26. To assist the operational manager with the implementation of effective means of monitoring and reporting the outcomes of the project.

Financial:

27. To assist the operational manager in ensuring that the financial resources of the service are used efficiently and purposefully.
28. To assist in the setting and monitoring of budgets, and to authorise expenditure within the budget and in accordance with BHT's financial procedures.

29. To assist the operational manager with budget management, in accordance with BHT financial procedures and to monitor and report on relevant financial and performance targets.

General:

30. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.

31. To participate in a management on call rota

32. 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, BHT Sussex'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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex 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 Sussex'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.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

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.

PLEASE NOTE:

Shore House is a CQC registered care home. The Government have introduced new regulations regarding working within CQC registered care homes. From 11 November 2021, you will not be permitted to work at this service unless you are able to provide evidence that you have been fully vaccinated against Covid19 or can provide evidence of medical exemption before starting employment at Shore House.