



**Deputy Manager**

**Mid Sussex Supported Housing**

**Job Description**

**Ref: 1079**

---

## **Job Summary**

The post holder will assist with the day-to-day management of Mid Sussex Supported Housing, take responsibility for specified projects in agreement with the operational manager and deputise in their absence.

Mid Sussex Supported Housing provides support to 16 adults across our 3 hostel accommodation sites, to individuals who have presented as homeless to Mid Sussex District Council or Crawley Borough Council and have a vulnerability. In addition to the 3 hostels the service has a new high level support service to a group of 6 former rough sleepers as part of Mid Sussex District Council's rough sleeper accommodation pathway. Four clients will be housed within BHT Sussex accommodation, Rapley Court, and two clients with a partner Housing Association within the Mid Sussex area. We anticipate that among the needs of prospective clients will be issues around problematic substance use, mental and physical ill health, offending behaviour, financial instability, and non-engagement with services exacerbated by trauma.

Responsibilities will include managing referrals, improving standards and performance, staff support and management and developing and maintaining effective working relationships with external and partner organisations. The post holder will have a caseload of clients and will be responsible for providing person centred support for each client, focussed on their individual circumstances with the aim of building their skills and experience to manage and sustain a tenancy.

### **Responsible to:**

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

### **Responsible for:**

- All staff employed in the service including volunteers.

### **Significant Working Relationships:**

- BHT Sussex staff
- Clients at service
- Families of the clients
- Statutory and voluntary organisations supporting the scheme's clients

### **Duties / Responsibilities**

- To manage and support the wellbeing and work of Mid Sussex Supported Housing staff including supervision and appraisal in agreement with the Mid Sussex Supported Housing Manager.

- To assist the Mid Sussex Supported Housing Manager with developing and encouraging an empowering and person-centred approach in all aspects of service delivery
- To facilitate timely and efficient assessment and referral processes for Mid Sussex Supported Housing clients.
- To work proactively and collaboratively with other Mid Sussex Supported Housing organisations and partners in the wider health and social care sector.
- To be involved in service monitoring and evaluation including through the collection and response to feedback from clients to ensure continuous improvement.
- To facilitate the collection of performance data, including from compliments and complaints.
- To assist in the collation and analysis of KPIs/performance data for the service
- To assist in ensuring that all client records and support plans are completed and stored using BHT Sussex systems
- To assist in ensuring all staff are fully aware of and understand organisational policies and procedures, particularly those relating to statutory and legal compliance.
- To assist in ensuring compliance with mandatory training requirements and support the training and development of the team
- To comply with relevant Health and Safety matters within the service and respond promptly to any issues in accordance with organisation policy.
- To assist with budget setting and management in accordance with BHT financial procedures and to monitor and report on relevant financial and performance targets.
- To work closely with the Mid Sussex Supported Housing Manager, Senior Management Team and BHT Central services
- To participate in an out of hours, on call system on a rota basis across all West Sussex Services
- To actively participate in their own supervision and in their own training and development
- To undertake such other duties appropriate to the grade and character of the work as may reasonably be required
- To provide elements of housing management, including tenancy enforcement, rent payment and monitoring, reporting on repairs and advising on renewals of furniture

- To assist the Operational Manager on carrying out any action following a breach of the client's tenancy agreement.
- To be able to work on own initiative, prioritising workload within deadlines and lone working in line with organisational lone worker procedures.
- To work at all times to BHT Sussex ethos and in line with policies and procedures
- To ensure clients receive the best possible standard of support from the service

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.