



Deputy Manager Addiction Services Job Description

Ref: 931

Job Summary

The post holder will be responsible for assisting the operational management of BHT Sussex Addiction Services - Detox Support Project and Recovery Project.

Our Addiction Services provide residential treatment for people seeking life recovery from drug and/or alcohol addiction. The projects provide a pathway for clients to achieve and sustain abstinence by learning recovery skills and becoming active members of a recovery support network. The projects are based on the 12 step model of recovery and use integrated CBT therapeutic tools. The Detox Support Project and the Recovery Project are CQC registered services.

Following changes at the start of the pandemic, the Detox Support Project and the Recovery Project are now located together at our Ditchling Rise site. Over the coming months we will be further integrating the projects into one service. This is an exciting time, and we are planning new initiatives for the service, including developing our Ditchling Rise site to accommodate both projects in a re-modelled and well-designed community space.

The postholder will work closely with the Operational Manager of Addiction Services on this project integration, supporting staff throughout the process and ensuring our service to clients remains focused and consistent.

The postholder will assist the operational delivery of effective detox support and residential rehabilitation services to achieve the best possible outcomes for clients. Responsibilities will include assisting operational implementation of all aspects of service delivery, including referrals to the service, health and safety, maintenance, continuous improvement, staff support, partnership working and to deputise for the Manager in their absence.

Responsible To:

- a) Operational Manager, Addiction Services
- b) Senior Manager, Addiction Services
- c) Through line management to the Board of Management

Responsible For:

- a) Senior Support Worker
- b) Support Workers
- c) Admin Staff
- d) Bank Staff
- e) Volunteers, Interns, Buddies, Students on Placement

Significant Working Relationships:

- a) Clients
- b) BHT Sussex staff
- c) Brighton and Hove Recovery Service
- d) Housing Benefit and DWP
- e) Care Quality Commission (CQC)
- f) Statutory and Voluntary Organisations

Duties / Responsibilities:

Service delivery and service development

1. To assist the Project Manager in the management of all aspects of the service and to take responsibility for specific projects as directed by the Management team.
2. To assist the Project Manager in ensuring that group work is undertaken appropriately, including the reflective practice of processing therapeutic groups within the staff team.
3. To assist the Project Manager in meeting and reporting on the monitoring requirements of funders, commissioners, and the Care Quality Commission (CQC).
4. To deputise for the Manager in their absence.
5. To ensure efficient administrative systems are maintained which support all areas of service delivery, rent accounting and financial accounting.
6. To assist the Project Manager in the management of day-to-day crises.
7. To assist the Project Manager in consultation with clients and staff.
8. To assist the Project Manager in the management of and participate in the provision of out of hours cover.
9. To assist the Project Manager in ensuring that strategic objectives are met.
10. To assist the Project Manager in the development of policy, procedures, and systems with the Project.
11. To provide a psychologically informed, supportive, and safe environment in which the users of the service can maintain and strengthen their on-going abstinence from addiction.
12. To participate in reviewing the provision of services available to those who are addicted to alcohol and other drugs, to make recommendations for change, and to take responsibility for the development and provision of such services within the context of a psychologically informed environment.

13. To undertake support planning, keywork, group work, after care planning and other client focused work.
14. To ensure computer-based client records are kept up-to-date and accurate. This will involve maintaining clients' Outcome Star records on BHT Sussex's In-Form database and raising and reporting safeguarding and risk issues as appropriate.
15. To write reports on the service, clients or ex-clients as required by other agencies or BHT Sussex staff/management, and to attend case conferences, reviews, and consultations as appropriate.

Financial:

16. To ensure that the financial resources of the service are used efficiently and purposefully.
17. To assist the Project Manager in the monitoring of arrears and voids.
18. To work within the Trusts and Projects financial procedures.
19. To assist the Project Manager in the contractual and regulatory compliance of the services.
20. To assist the Project Manager and the Admin Co-Ordinator in maximising income for the project.

Personnel:

21. To assist the Project Manager in the management of staff, volunteers, interns, buddies and students within the service.
22. To assist the Project Manager in the recruitment of staff, cover staff and others to the Project in accordance with the Trust's policies and procedures.
23. To assist the Project Manager in the provision of supervision to cover and support staff, volunteers, interns, buddies, students and, in the prolonged absence of the Manager, other Project staff.
24. To assist the Project Manager in staff probations, appraisals and performance reviews as required by the Management team.
25. To assist the Project Manager in disciplinary matters in the service in accordance with the Trust's procedures.

Referrals:

26. To assist the Project Manager in the management of all referrals into the project.
27. To assist in the assessment of clients referred to the service.
28. To assist the Project Manager in ensuring that the profile of the service is maintained with referring agencies and others, as appropriate.
29. To assist the Project Manager in ensuring that good external relationships are maintained and to develop new relationships with appropriate services.
30. To assist the Project Manager in meeting Models of Care requirements.
31. To assist the Project Manager in ensuring that occupancy levels remain within agreed levels.

Maintenance and Health & Safety:

32. To assist the Project Manager and Admin Co-Ordinator in ensuring that maintenance issues with the services are dealt with appropriately.
33. To assist the Project Manager and Admin Co-Ordinator in ensuring that Health and Safety matters are dealt with appropriately and efficiently.
34. To ensure that standards of health and safety and fire safety are always maintained within the service and to take on any specific roles in these areas, as directed by the Project Manager.

Other:

35. To actively participate in and make use of line management and clinical supervision for ongoing professional development.
36. To undertake other duties as appropriate to the character and grade of the post.

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.

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.