

Operational Manager Shore House – Brighton –

We are excited to be able to offer a management role within our mental health accommodation services.

This is an excellent career development prospect for aspiring/established managers in the support, health, and social care sector.



“I feel I’m important and that staff have empathy and I belong.”

Shore House Client

“We work collaboratively, everyone feels recognised and contributes, it’s a strong supportive team, full of a variety of skills and shared knowledge.”

Shore House Support Worker

“Shore House is a place of safety, supporting clients with immediate care. It is a place where clients can recover with full support and continues to be a service for clients to excellent effect.”

Community Psychiatric Nurse

Project Summary

Shore House is an innovative service which provides accommodation and intensive 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 creatively and proactively with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe. The service applies Psychologically Informed, Trauma Informed and Recovery Focussed models that put client experience at the heart of service delivery. We care about how someone makes progress and what it means to them, not just about the outcomes.

The service works collaboratively with primary and secondary health services, statutory and third sector services. Multi-agency support and risk reviews are led by



the service and alongside our clients to plan and support individual journeys of recovery. Person-centred 1:1 and group work support is provided for a range of areas, including mental and physical health, medication management & treatment plans, personal safety, personal and social development, and work and learning.

Key Service outcomes:

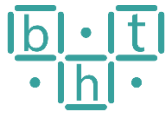
- To promote mental health recovery by providing accommodation with high level, intensive support services
- To provide meaningful, creative, and person-centred support to manage risks and promote meaningful engagement
- To support those with enduring and complex mental health needs, including those with dual needs, such as mental health with alcohol and/or substance misuse
- To work proactively, with people in their recovery and provide personalised and flexible programmes of support to build confidence, resilience, and the skills needed for independent living with an 18-month timeframe
- To work in partnership with statutory mental health services in Brighton and Hove
- To provide support and assistance with the management of all medications, administration of medication and delivery of personalised medication management support
- To reduce hospital admissions under the Mental Health Act (where possible)
- To provide evidence of quality performance, and the outcomes achieved as required by commissioners

Job Summary

The role of the Operational Manager is to ensure the safe and effective delivery of high-quality support and housing to people with mental health and complex support needs. You will be responsible for a team consisting of a deputy manager, senior support worker, support workers, night support workers, groupwork coordinator, administrator, cover staff workers, volunteers, students and a cleaner.

As the Operational Manager you will:

- Take pride in your staff, the service, and plans for development
- Champion areas of best practice in your service and embody generous leadership
- Shape the service's success alongside supportive senior management and directors
- Role model the values of the organisation and service: Inspiring Change, Empowering People, Delivering Excellence, Collaboration, Being Accountable
- Bring your passion for meaningful, effective, trustworthy, and creative support for those with mental health support needs
- Foster collaborative relationships with statutory and third sector providers to improve the service offer to clients and support your team



sussex

The following skills and experience would be preferred and beneficial for the role:

- Management skills that will ensure the service delivers quality outcomes for clients (direct or applicable)
- Support skills, passion & interest for working with adults with complex needs
- Relationship skills that will build strong and trusted connections
- Motivational skills that will help every member of your staff to develop in their role and professional aspirations

Operational responsibilities will include:

- Overseeing the management and performance of a staff team
- Delivering staff inductions, recruitment, support, supervision, reflection and appraisals
- Ensuring all aspects of contract delivery, including meeting or exceeding KPIs and other targets
- Liaising effectively with statutory mental health services, including the coordination of joint support and risk planning
- Completing internal and external reports
- Managing referrals into the service and ensuring move-on from the service within agreed timeframes
- Overseeing all aspects of Health and Safety
- Overseeing all aspects of service finance, including budgets, management accounts, arrears and voids monitoring and reporting

BHT Sussex

BHT Sussex is a charity and a registered housing association working in Brighton and Hove, Eastbourne, Hastings and other parts of Sussex. BHT Sussex's Mission is to combat homelessness, create opportunities, and promote change and aims to achieve this Mission through a network of interlinked projects. By providing direct, practical services combined with a commitment to challenge the causes of poverty and inequality, we hope to achieve a supportive structure which men and women can use in a variety of ways to improve the quality of their lives.

BHT Sussex is a people-led organisation with a **Gold** accreditation from Investors In People. First and foremost are the clients and residents who access our services, and we recognise that our most important assets are our staff and volunteers. We employ over 250 members of staff who bring a rich assortment of skills, lived experience, expertise and professionalism which is an essential ingredient of turning people's lives around.

Find out more about us here: <https://www.bht.org.uk/about/>

