

JOB DESCRIPTION

Job Title:	Deputy Manager
Service / Department:	Swan House
Reports To:	Service Manager
Responsible For:	Staff team at service
DBS Check:	Enhanced with Adult

Job Purpose:

At our Service, we are dedicated to providing comprehensive, good quality housing services, support and resettlement for women and children fleeing domestic abuse.

The Deputy Manager will support and work with the Manager and the team to provide individuals with the intensive, high levels of support needed to maintain their accommodation in refuge.

Working in a way that embraces advantaged thinking approaches, deputising for the Service Manager to ensure the effective delivery of quality housing and support services, responsible for the day-to-day operational delivery of the Service and supporting the service manager to ensure the service complies with any commissioned contract requirements and any other regulations or standards that apply to this service.

They provide effective line management for delegated frontline staff of the services, to include recruitment, induction, supervision, appraisal and performance management.

Main duties and responsibilities:

Service Delivery

Support the Service Manager in overseeing the effective and asset-based delivery of services to ensure the people living there are safe, secure and provided with a range of person-centred learning and development opportunities to develop their skills and enable them to reach their potential.

Develop and maintain positive relationships with key stakeholders including partner agencies, local authorities, commissioners, and funders to ensure the future of the service. This will include attending multi service meetings, delivery of presentations to internal/external groups and optimising opportunities to raise a positive reputation within the community as agreed with the Service Manager.

To support the Service Manager in ensuring any instances of anti-social behaviour (ASB) are dealt with efficiently and effectively and that a range of preventative work is undertaken to combat and prevent ASB within the local community.

To provide individual service users with the best possible comprehensive supported housing service in line with the principles of trauma informed care and a strength based approach to working with service users.

To oversee the referral and allocation local procedure in line with local authority service level agreement and the co-ordination of the move in and move on of residents in line with the through put procedure.

Service Development

Support the Service Manager in developing the quality of the services in line with the requirements of local commissioners.

Support the Service Manager to develop and maintain a range of links with local employers, The Employment Service and others to secure work experience placements, job interviews, jobs and employer participation in job search.

To keep up to date with relevant changes in legislation, policy and practice, related to the effective management of the scheme.

To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings.

Financial Management, Health & Safety and Performance

To support the Service Manager in ensuring that Salvation Army Homes' housing management functions are carried out effectively, including health and safety requirements, keeping voids to a minimum and ensuring maximum collection of rents and other charges.

To work with the Service Manager to monitor the performance of the service and ensuring operational KPI's, objectives and outcomes are recorded and reported in a timely manner.

In conjunction with the Service Manager, to ensure that all aspects of the services' budgets and accounts are effectively managed and controlled and to authorise expenditure as delegated by the Service Manager.

To be responsive to instances of disrepair within accommodation.

Ensure up to date knowledge of their responsibilities in terms of Health & Safety and that all routine health & safety checks are carried out in a safe and timely manner and health and safety issues (in relation to residents, buildings/property and staff) and dealt with and/or reported in accordance with local and organisational requirements.

To undertake regular audits of various aspects of the service including, but not limited to, Housing records, client files, and Health & Safety records and to undertake any necessary action and report any issues or concerns to the Service Manager.

To produce appropriate written reports in a variety of formats to meet the requirements of the Service Manager, other stakeholders and legal and regulatory bodies, as and when required.

Ensure that all operational matters are effectively risk assessed and managed.

Staff Management

To support the Service Manager to provide line management support to a multi-disciplinary team offering onsite and on-call staffing of the Service.

To work with the Service Manager to ensure that the services are covered Mon-Fri 9-5 and take part in a paid, on call rota as part of Salvation Army Home's on-call management rota.

To be actively involved in the recruitment of staff and volunteers of the services in line with Salvation Army Homes' Recruitment Policy.

To support the Service Manager in planning and co-ordinating the induction of new staff to ensure that training needs are identified, reviewed and implemented and to assist in the induction.

To ensure all staff receive regular Supervisions and Annual Appraisals, in line with Salvation Army Homes' policy and procedures.

To promote empowerment within the staff teams and encourage a consultative and inclusive environment.

To collaborate with the service manager and support team to allocate client caseloads.

Volunteers

To support the Service Manager in establishing and maintaining effective links with the local community and voluntary agencies to establish support for the scheme.

Support the Service Manager to recruit and ensure training is provided for a range of volunteer roles including the facilitation and support of a programme for student placements within the service.

General

To be aware of relevant legislation, policy and benefits affecting adults who are unemployed, in training or further education, on a low income or homeless or who have significant support needs.

To deal with any other tasks commensurate to the need of the service, as required.

Support and facilitate our residents to take part in the development and running of the service.

To deal with non-compliance issues in a proactive way, using restorative practices.

Related activities:

To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.

To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.

To fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

- Willingness to work towards Level 4 CIH Housing qualification or relevant professional qualifications in line with industry regulations

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Ability to confidently use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages and databases used by Salvation Army Homes.
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Ability and willingness to travel between service locations and to national meetings when required
- Ability to demonstrate excellent leadership skills and motivate, encourage and empower others
- Ability to be proactive in resolving operational and people-related issues and taking ownership and accountability.
- Ability to act calmly in emergencies and to respond in a professional manner and to potentially challenging behaviour.
- Great verbal, written and influencing skills

Experience and Interests:

- Working knowledge of the needs and support requirements of people with complex needs
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups

- Capacity to understand individual action plans, personal development programmes and need and risk assessment
- Experience of supervising staff and mentoring /motivating them to achieve objectives
- Proven experience of working within a supported housing setting providing person-centred support and recovery in a co-produced environment
- Working knowledge of relevant legislation and compliance requirements
- Proven experience of developing and maintaining effective working relationships with other agencies and stakeholders

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of a team, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect —we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?