

JOB DESCRIPTION

Job Title:	Deputy Manager
Service / Department:	Exeter & East Devon Mental Health Services (EEDMHS)
Reports To:	Service Manager
Responsible For:	Support Co-ordinator & Mental Health Support Workers
DBS Check:	Enhanced with Adults Barring list check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Deputy Manager will work as part of a team that provide holistic recovery-focused support to clients with mental health across Exeter & East Devon Mental Health Services (EEDMHS).

They will work closely with and deputise for the Service Manager to ensure the effective delivery of quality housing and support services within Exeter & East Devon Mental Health Services and will be responsible for the day-to-day operational delivery of St Andrew's House and St Saviour's House. They will provide effective line management for delegated frontline staff of the services, to include recruitment, induction, supervision, appraisal and performance management.

Main Duties and Responsibilities:

- To be responsible for the day-to-day operations of the services whilst ensuring that effective administration and communication systems are maintained and adhered to.
- To implement, evaluate and contribute towards the development of local / service specific procedures and good practice in all areas of service management.
- To build and maintain effective working relationships with all relevant agencies and attend any external meetings as delegated by the Service Manager.
- To undertake regular audits of various aspects of the service including, but not limited to, CDPSoft records, Universal Housing (UH) records, client files, Medication paperwork and Health & Safety records and to undertake any necessary action and report any issues or concerns to the Service Manager.
- In the absence of the Service Manager, to ensure all internal and external reports are submitted within set deadlines and the data submitted is accurate.
- To be actively involved in the recruitment of staff and volunteers of the services in line with Saha's Recruitment policy and procedures, to include advertising, shortlisting, interviewing and sending all necessary paperwork to People Services.
- To plan, co-ordinate and lead on the induction of all line managed staff and ensuring that all ongoing training needs are identified, reviewed and implemented and to assist in the induction of any other staff team member, as required.
- To ensure that all line managed staff have clear S.M.A.R.T. goals and regular 1:1 meetings during their probationary period and all probationary assessments are completed and submitted to the Service Manager and People Services within set timeframes.
- To ensure all line managed staff receive regular Supervision, in line with Saha procedures, and Annual Appraisals, ensuring appropriate records are maintained.

- To ensure any issues or concerns in relation to all other aspects of staff management, including potential grievance, disciplinary, capability, staff welfare, annual leave or sickness, are reported to the Service Manager and People Services promptly.
- To assist the Service Manager in grievance, disciplinary or capability matters by conducting investigations, as directed.
- To coach and support the staff teams in delivering consistently exceptional services to clients, making use of new and holistic methods and practices to continuously improve service quality and standards.
- To promote empowerment within the staff teams and encourage a consultative and inclusive environment.
- To be involved in the co-ordination and delegation of the referral and assessment process for potential clients; to include booking and facilitating assessment interviews, recording referral paperwork and the assessment on Capita Support Systems (CSS) and notifying the applicant of the outcome of the assessment, in consultation with the Support Co-ordinator and Service Manager.
- To co-ordinate and delegate the booking in of new clients to the service and ensuring the Mental Health Support Workers prepare all necessary paperwork, facilitate a full induction and an Induction Support Plan (ISP) and a Risk Management Plan (RMP), where applicable, is in place on the day a new client moves in and is completed within 2 weeks of arrival.
- To allocate client caseloads to the Mental Health Support Workers fairly and consistently and, in the absence of a Mental Health Support Worker, to ensure client caseloads are appropriately reallocated and covered.
- To audit and monitor all link working documentation through regular and effective Casework Supervision of delegated staff, or as appropriate.
- To quality check and sign off all relevant paperwork including, but not limited to, Individual Service Contracts (ISCs), ISPs, RMPs, Support Plans (SPs), Reviews and Provider Reports.
- To provide regular feedback to the Service Manager on link working and meeting the contractual requirements of ISCs, highlighting any problems and advising on solutions.
- To work with partner agencies and referrers, in conjunction with the Service Manager, Support Co-ordinator and Housing Management Officer, to maximise occupancy of the services and ensure void levels are maintained within Saha's requirements and at the lowest possible level.
- To ensure the correct Occupancy Agreements are issued and, in conjunction with the Service Manager and Housing Management Officer, take action to issue warnings and / or terminate licences / tenancies where serious breaches have occurred.
- To support the Housing Management Officer in ensuring that rental and other income is maximised and collected and that arrears and bad debts are minimised, reporting such figures regularly to the Service Manager.
- To support the Housing Management Officer in ensuring the service is compliant with all relevant Health & Safety regulations and ensuring delegated staff are aware of their responsibilities.
- In conjunction with the Service Manager, to ensure that all aspects of the services' budgets are effectively managed and controlled and to authorise expenditure as delegated by the Service Manager.
- In conjunction with the Service Manager, to ensure that accounts and appropriate financial and administrative record systems for the services are maintained and reported on, as appropriate.

- To ensure the Service Manager is regularly and promptly informed of all relevant matters, incidents, emergencies and complaints.
- To actively arrange and / or participate in Handovers and Staff and Client House Meetings, as and when required.
- To work proactively with all other colleagues to ensure that relevant information is appropriately shared and that joint working is undertaken to ensure an effective and cohesive service is being delivered to clients and all other stakeholders.
- To actively promote a positive professional profile of the service within the local community, ensuring the good reputation of Salvation Army Homes at all times.
- To proactively engage in internal communication streams ensuring the service is embedded within the organisation.
- 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.
- To participate in an on-call rota system with the staff team.
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- 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:

NVQ Level 5 in Health & Social Care or similar or a willingness to work towards

Aptitudes and Abilities:

- 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 for doing so
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Ability to act calmly in emergencies and to respond in a professional manner and to potentially challenging behaviour
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Saha
- Ability to work flexibly to accommodate a working rota in conjunction with the needs of the service and team members with a commitment to high standards of service
- Ability and willingness to travel between service locations

Experience and Interests:

- Working knowledge of the needs and support requirements of people with complex mental health needs
- Proven experience of working within a social care setting providing person-centred support and recovery in a co-produced environment
- Working knowledge of relevant legislation and compliance requirements including, but not limited to, Safeguarding, Mental Capacity Act, Care Act, GDPR, Health & Safety etc
- Understanding of wider support and funding facilities available for adults at risk
- Proven experience of managing a team of people, to include recruitment, induction, probationary reviews, supervision and appraisals
- Proven experience of risk assessment and management in relation to people and the environment
- 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 #OneTeam, 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?