Job Description

Job Title: Deputy Service Manager

Reports to: Service Manager

Direct Reports: Recovery & Support Workers

Responsible For: Low / Medium / High Support Service

Job Purpose

Deputy Service Managers are responsible for working alongside the Service Manager (SM) to deliver the highest standards of service quality, performance, and improvements across their services through excellent leadership and embodiment of the values of the organisation. They will ensure full contract and regulatory compliance and support the Service Manager in the implementation and delivery of service monitoring and development.

Key Areas of Responsibilities:

Staff Management

- Embody the SIG values in creating a positive and productive working environment, to improve and maintain the wellbeing of staff and service users in a psychologically informed environment

- Provide high quality support and line management to staff where required

- Responsible for ensuring that all staff have appropriate personal development plans (inc training) and are effectively supported to achieve them giving clear direction and expected.

- Ensure that all staff maintain high standards of professional performance at all times through adherence to the SIG policies and procedural framework e.g. sickness absence management, code of conduct, disciplinary and grievance, supervision, appraisal, staff development and performance management. Hearing disciplinary, grievance, complaints and other HR issues where appropriate

- Support the SM in the selection and induction of new staff to ensure that they are aware of their duties and the policies, practice and values of SIG.

- Support the SM to hold regular and effective staff meetings and one to one supervision with staff and eensure that all communication channels are open, and that information flows up, down and across the business.

- Support the SM to co-ordinate and monitor the workload of the team and ensure that all current performance and service standards are being met

Operational

- Provide support to ensure that services are delivered in line with contractual requirements, and all contractual and legislative requirements are being met.

- Have a proactive approach to rehabilitation, resettlement, recovery and safeguarding practice and ensure the methodology of Psychologically Informed Environment is adhered to and implemented across all services. Embed a culture of learning and evaluation in your services, ensuring the use of research tools and methodologies to measure change and report outcomes

- Provide support to ensure that all statutory records are accurately maintained and available for inspection upon request from the appropriate authorities.

- Provide support to ensure that adequate staffs are always on duty, and that appropriate staff rotas have been prepared and that arrangements are in place for the use of bank workers, if required. To provide an emergency on-call service with other Service Managers / Team Leaders within the scheme, ensuring that at all times a senior member of staff is available to respond to emergencies, which may arise within the service.

- Provide support to undertake Internal Audits and develop Service Performance Management processes

- Provide support to ensure compliance with the services agreed referral pathway and work collaboratively with the commissioner to keep this under review.

- Ensure that rent/service charge collection, voids and occupancy levels meet their respective targets

- Lead and/or support the supervision of staff member's responses to any infringement of an individual's occupancy agreement, and to carry out any necessary action to resolve the problem in a satisfactory manner. Ensure that appropriate policies are used to support tenancy management including anti-social behaviour and nuisance policy.

- Shared responsibility for ensuring ongoing assessment and compliance with all SIG Operational policies (including but not limited to Risk Assessment and Risk Management, Safeguarding Policies) are fully understood and being complied with at the Service.

- Provide support to ensure that all Service Users have an assigned support or recovery worker, that appropriate recovery and support plans have been completed in a timely fashion and are monitored and reviewed at regular intervals or as required.

- Provide support in providing on time reporting and submission of information to Head Office functions including (but not restricted to) commissioner reports, AINMS reports and ensure that the learning is disseminated across the area

- Provide support in developing, implementing and maintaining service plans such as Business Continuity Plans and Annual Service Plans

- Support and encourage Service User involvement and Engagement locally and at the wider organisational level initiatives.

- To ensure that your professional awareness, of best practice and service innovation is maintained and shared with all staff.

- Take a leading role in promoting SUI across the service and the organisation, seeking out new ways to engage SUs and provide evidence of how their involvement improves the service

Financial Management

- Provide support in setting the Service's budget and the reviewing of Monthly Management Accounts (MMAs)

- Provide support in the planning and maintaining the Service's budget and report on budget variances including the use of service user's engagement budget, and collection of outstanding invoices.

- Promote effective cost control mechanisms and encourage all staff to take responsibility for achieving financial savings where appropriate.

- To ensure that SIG bank pool is maintained to provide use of locum cover when permanent staff are absent. To monitor Bank and Agency staff usage ensuring spends are in line with budgets and that accurate records are kept

- Provide support in delivering on time reporting and submission of information to Central Office functions, such as credit card returns, expenses, and other financial returns as required.

- Provide support in ensuring accurate rent accounts are available for review by residents and staff team

- To maintain an appropriate level of petty cash in relation to anticipated expense claims i.e. volunteers' expenses

- Adhering to and enforcing the requirements set under GDPR

Stakeholder Management

- Deputise for the SM and attend external stakeholder meetings where required to build networks of support and liaise regularly with other service managers with Stakeholders and other SMs

- Support the SM in building and maintaining close links and good relationships with local community groups and representatives ensuring that the local community has a good understanding of the purpose and working of the scheme and close neighbours of the Services are appropriately engaged.

Business Growth

- Provide support to the SM to enable working in partnership with other agencies supporting delivery and improvement of the services and expand provision where possible.

- Provide support to the SM to develop the service provisions at the Services, to ensure best practice and leading-edge services are available to service users.

- To work collaboratively with the Implementation & Best Practice Team regarding the creation of new services, where required

- Provide support to the SM in identifying and securing new sources of income, including supporting the development team and contributing to tenders, bids and programme sales'

Health &Safety, Risk Management and Environment

- Promote and encourage best practice in Health & Safety and the Environment including the methodology of PIE is implemented

- Provide support ensuring that Health and Safety matters are effectively dealt with within area of responsibility to ensure the personal safety of all people working and or visiting the service and risk minimisation procedures are continuously monitored.

- Provide support ensuring the service is fully compliant with Health and Safety policies and procedures especially concerning serious untoward incidents and/or accidents and those investigations are undertaken in line with policy and procedure.

- Responsible for reporting any incidents /accidents occurring at the Project to Line-manager, as per organisational guidelines

- Ensure all RIDDOR incidents are reported in a timely fashion.

- Provide support for ensuring COSHH and Risk assessments records are maintained and available for reference and use and that any actions required are taken.

- Take responsibility for the personal safety of all people working and/ or visiting the service especially in response to emergency / evacuation situations

Equality & Diversity

- To take responsibility for ensuring that all operational staff, and volunteers/ mentors who work alongside them, are fully aware of and follow the SIG Equality & Diversity Policy and commit to SIG Values.

- Ensure consistent and effective implementation of SIG Equality & Diversity policy and procedures

- Positively promote an environment within the service which respects and values the diversity of both staff and service users.

Other Responsibilities and Duties as Required

- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.