

JOB DESCRIPTION

Job Title:	Deputy Manager
Reports to:	Service Manager
Direct Reports:	Support Coaches (Day and Night)
Indirect Reports:	Data and Performance Officer, Health and Nutrition Coach
Location:	Elephant and Castle, London
Hours:	37.5 hours per week
Shift Pattern:	3 x 12.5 hour shifts per 7-day week, with occasional flexible working required. The service is staffed 24-hours per day and operates on a shift pattern. Day team hours: 8.30am – 10pm (including 1-hour break) Night team hours: 8.30pm – 10am (including 1-hour break)

JOB PURPOSE:

Independent Approved Premises work with the highest-risk offenders and are a vital element in public protection arrangements. Effective security is essential for public protection, for offender management, and for the safety of staff and residents alike. They offer a level of contact, support and supervision that exists nowhere else in the probation service with the aim of protecting the public by reducing the likelihood of re-offending.

These premises provide enhanced supervision through 24-hour a day staffing, night-time curfews, compliance with consistently enforced rules and a programme of “supervision, support and monitoring, which addresses offending behaviour and the reduction of risk”.

Residents are seen daily, and staff become involved in the residents’ lives to a high degree, giving advice, offering support, exercising control and supervision and liaising with the rest of the service and a wide range of agencies. Residents will typically stay for 3-12 months and are supported to find appropriate longer-term accommodation. They are supervised by the Probation Service. Each resident must have an individual programme of purposeful activity. The support can be offered by both in-house services, the Probation Service or other partner organisations.

The capacity to engage directly with a wide range of Criminal Justice stakeholders – Courts, Probation, Prisons, Police –is therefore essential. This intensive level of contact is what enables IAP staff to be aware of residents’ actions and changes in their behaviour in a way that no other intervention can and allows a high level of monitoring of residents’ well-being.

Security arrangements need to be designed around the fact that they are, at heart, a community setting, rather than a custodial one. At certain times of the day all residents will be in the building; at others some may be free to go out into the community, while others may be under restrictions. Security therefore needs to be flexible in both design and operation.

Independent Approved Premises are required to work within the Enabling Environments Standards Framework, a programme delivered by the Royal College of Psychiatrists. All AP and IAP work towards achieving and maintaining the Enabling Environments Accreditation.

The Deputy Service Manager will:

1. Provide leadership and managerial oversight of the service, ensuring it delivers the highest possible standards of support and risk management
2. Support the mobilisation, implementation and quality assurance of the service
3. Work with the Service Manager to develop and embed a coaching environment that supports all staff to fulfil their potential, ensuring all staff receive adequate training and supervision
4. Line management of up to 10 direct reports, including 6-weekly supervisions, annual appraisal and mid-year review
5. Support robust monitoring, reporting and security arrangements to ensure the service is safe 24-hours per day and complies with HMPPS security regulations
6. To ensure the service is always adequately staffed and offers a comprehensive programme of meaningful activities and interventions for residents
7. Work towards and achieve Enabling Environments accreditation and ensure the service provides an asset-based approach to resettlement that challenges the stigma our residents face
8. Support Health and Safety on the premises, working closely with our Housing and Maintenance team and HMPPS

KEY AREAS OF RESPONSIBILITIES:

Operational Leadership and Delivery

- Work with the Service Manager to lead and manage the service, ensuring it is safe, effective and delivers positive outcomes for residents
- Embed robust risk assessment, monitoring and management knowledge and processes to ensure the safety of residents, staff, partner agencies and the public
- Support an Enabling Environment so that residents can move their lives forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided
- Ensure the service is appropriately staffed 24-hours per day, working alongside SIG's People and Culture team to source locum cover when needed
- To work with Pathway and external partners, agencies and commissioners including HM Prison Service, The Probation Service, the parole board, the police, MAPPA, NHS Trusts, treatment providers and other community based supporting agencies to protect the public and achieve the desired outcomes for the resident

- To work with the Activities Coordinator and ensure the provision of purposeful activities (a minimum of 6 hours per week per resident) and a rolling programme of interventions supporting positive resettlement outcomes
- Ensure staff report back to the Probation Service and provide updates on each resident's progress, behaviour, adjustment, and any changes in presentation that may impact their risk to themselves or others
- Ensure each resident's individual license conditions, including curfews, are adhered to and any non-compliance reported back to the Probation Service. Support enforcement, including recall, processes where required providing accurate evidence in a timely fashion
- To ensure that all statutory records are accurately maintained, securely stored and available for inspection upon request from the appropriate authorities.
- Work closely with the Parole Board following a decision to release to ensure arrangements are in place at the earliest opportunity
- Ensure that Penrose's Quality Management System is adhered to and maintained at the Service
- To act as a public representative of the service and the organisation, standing in for the Service Manager when required and ensuring good community relations are always maintained. Attendance at professional and other meetings as required
- Nights - Ensure the service is secure through regular staff patrols and monitoring of external doors, windows, and access in and out of the building. Ensure building is secure in line with curfew hours.

Staff Management:

- Provide leadership and line management to your direct reports
- Work with Service Manager to ensure all staff have appropriate training and personal development plans and are appropriately supported to achieve their goals.
- Ensure the service is staffed 24-hours per day, with staff rotas prepared and communicated in advance and swift action taken to remedy any planned or unplanned absences
- Participate in the selection and induction of new staff to ensure that they are aware of their duties and the policies, practice and values of Penrose, as well as HMPPS. Provide care and support when needed.
- Ensure that absenteeism and lateness is maintained, on or below, the agreed levels for the organisation, taking appropriate support and action to achieve the target.
- Ensure that staff maintain high standards of professional performance at all times through adherence to Penrose policies and procedural frameworks

- Responsible for ensuring all staff are performance managed via the Penrose appraisal system and that appraisals are conducted and completed on time.
- Hold regular, minuted staff meetings and one to one meetings with staff
- Co-ordinate and monitor the workload of your reports and ensure that all current performance and Service standards are being met

Housing Property Management:

- Support the staff team in managing security and safety, health & safety, maintenance, rent/charges collection, arrears and void control.
- Ensure appropriate Tenancy Agreement is available for new service users and staff following correct procedures.
- Ensure accommodation induction is available to new residents, including information on the conditions of their tenancy, Penrose and HMPPS policies and procedures and relevant local information
- Ensure that service users understand their rights and responsibilities regarding welfare benefits, and assistance is available for them to make benefit claims and maximise their income.
- Oversee arrangements for moving into the property, ensuring utilities connected, maintenance problems resolved, and that the property is properly furnished
- Work with the SIG Housing and Maintenance team to ensure timely turnaround of any voids

Financial Management and Administration:

- To promote effective cost control mechanisms and encourage all staff to take responsibility for achieving financial savings where appropriate.
- When required, support the Service Manager in providing on time reporting and submission of information to Central Office functions, such as training record updates, performance statistics for KPI monitoring, Quality & Performance quarterly and payroll returns.

Health & Safety, Risk Management and Environment

- 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.
- Ensuring full compliance 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.
- Promote and encourage best practice in Health & Safety and the Environment.

- Ensure that all policies and local procedures are adhered too throughout the time at work.
- Embed robust monitoring, reporting and security arrangements to ensure the service is safe 24-hours per day and complies with HMPPS security guidelines
- Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Penrose Disciplinary Policy.

Equal Opportunities

- To take responsibility for ensuring that senior 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.

Please note that this job description is subject to change (following consultation) depending on the needs of the organization

Person Specification:

Deputy Manager

Qualifications and Experience	Rating	Application Form	Interview
NVQ / Diploma level 4 in Health & Social Care / Community Justice/ Mental health or professional equivalent. In addition, a management qualification would be advantageous	Desirable	✓	
Experience of managing staff in a justice or social care setting	Essential	✓	✓
Direct experience of working with vulnerable adults, ideally in a criminal justice setting	Essential	✓	✓
Experience of working within a probation service setting and working to HMPPS policies and regulations	Desirable	✓	✓
Experience of working with ethnically diverse groups of service users	Desirable	✓	
Experience of successful delivery and reporting of contract KPIs and budgets	Desirable	✓	✓
Knowledge			
Detailed understanding of the criminal justice system and the underlying causes of offending	Desirable	✓	✓
Knowledge and experience of delivering interventions to vulnerable adults to encourage positive change	Essential	✓	✓
Knowledge and practical application of key legislation - Equality and Diversity, Mental Health, Criminal Justice, Social Care and Housing and H&S	Desirable	✓	✓
A good understanding of the principles of staff development and management, e.g., supervision, appraisal & training	Essential	✓	✓
Thorough understanding of risk management, ideally withing a criminal justice lens	Essential	✓	✓
Knowledge of Health & Safety and Equality legislation and practice	Desirable	✓	✓
Proficient ICT skills, including use of Word, Excel and PowerPoint; and ability to learn new software packages and case management systems quickly	Essential	✓	
Skills and Abilities			
Proven ability to provide clear leadership and management to a team	Desirable	✓	✓
Ability to reflect, learn and disseminate	Essential		✓
Ability to assess information quickly and make sound judgments	Essential	✓	✓
Excellent communication skills both written and oral, including report writing and presentations	Essential		✓
Autonomous and able to take initiative and make informed decisions under pressure	Essential		✓

Excellent planning and organisational skills	Essential	✓	✓
Sensitive to both service users and staff needs	Essential	✓	✓
Committed to continual quality and service improvement	Essential	✓	✓
Self-aware and committed to professional and personal development	Essential	✓	✓
Able to accept and respond positively to feedback from supervision	Essential	✓	✓
Other Requirements			
Ability to travel independently in accordance with Penrose policies and service need	Essential		✓
Lived experience is valued.	Desirable	✓	✓