

## **JOB DESCRIPTION: DEPUTY MANAGER**

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<b>JOB TITLE:</b>	Deputy Manager
<b>LOCATION:</b>	Eastbourne, East Sussex
<b>REPORTING TO:</b>	Service Manager
<b>HOURS:</b>	37.5 (full time) per week
<b>SALARY:</b>	£19,500 plus £600 per annum for on call service

### **JOB SUMMARY:**

To assist with the management of providing recovery focussed services to vulnerable clients, with mental health and other complex needs, while in a residential and supported living service. This will include responsibility for service contracts, finance, health and safety, staff management, monitoring/evaluation and effective multi agency working. To assist in the coordination of the service's delivery in line with East Sussex County Council's requirements.

The aims of the services are to provide a creative and unique provision for clients which prioritises physical health alongside mental health and wellbeing. Both services are recovery focussed and will work towards empowering people to work towards being as independent and active as possible. Jiva Healthcare is fully committed to ensuring that our clients have better outcomes which are in-line with national strategic objectives.

### **MAIN TASKS:**

1. To assist in the efficient and effective delivery of the service as a whole and take responsibility for overall management in the absence of the manager.
2. To assist with the responsibility of devising rota's and ensuring that the service has adequate staff cover.
3. To occasionally (if required) work flexibly, including weekend and evening shifts as client needs may dictate. Participation in the management on-call rota.
4. To assist with the development and implementation of policy and procedure in both services.

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5. To share responsibilities for the management of effective administration, reports, service improvement plans and correspondence.
6. To have a thorough knowledge and understanding on the compilation of high quality support plans and risk assessments and oversee this aspect of the team's work.
7. To assist with taking responsibility for the Health & Safety of the project including staff clients and the community.
8. To assist with ensuring that both services operate with a culture of continuous improvement and to lead on this.
9. To identify staff training needs and support with their development. To carry out regular supervision, inductions and annual appraisals - to carry out performance management when needed.
10. To be involved in recruitment of staff and provide leadership to staff and volunteers and apprenticeships.
11. To enable the clients to engage with the community and maximise opportunities for activity, education and employment.
12. To facilitate and promote client involvement across the services and the organisation.
13. To ensure the safety of clients and promote their dignity and rights and act as an advocate if needed.
14. To encourage socialising by creating an environment where clients can receive support and have social interactions in a welcoming, calm and safe place.
15. To oversee staff to support the client's to manage their own accommodation, finances and to maximise their income via welfare benefit checks, making new benefit applications.
16. To ensure that the team keep accurate and detailed case notes and if required be a named key-worker for clients.
17. To attend and run staff meetings. To liaise with appropriate agencies and participate in external meetings as required.
18. To signpost relevant services to clients, encouraging independence in accessing these (e.g. in the case of move-on, lettings agents, Local

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Authority Housing Departments, Supporting People Floating Support workers).

19. To ensure that clients accessing the service are given opportunities to access a wide range of activities in the community including education, sport, arts and culture.
20. To assist in the assessment process for new referrals by collecting relevant information and documents, liaising with relevant professionals. Organising and preparing the assessment process. Meeting with clients to assess whether the service can meet their individual needs.
21. To attend client review meetings with Care Managers and other health professionals to give a factual account of the client's progress, to document the meeting and any outcomes alongside representing Jiva Healthcare in a professional manner.
22. To type reports and document on a daily basis any interactions, observations, behavioural changes or lack of, with the clients placed in the service.
23. To facilitate and encourage regular House meetings, ensuring clients are involved in all areas of the service they receive and the running of their project.
24. To be able to work within Child Protection, Safeguarding, Equality and Diversity and Health & Safety Policies.
25. To liaise, promote and work in partnership with other Jiva Healthcare services available in the local area.
26. To have the ability to support complex clients, and manage anti-social behaviour and take a leading role in this.
27. To be aware of and work within Jiva Healthcare's policies and procedures.
28. Any other reasonably required tasks, appropriate to the grade and character of the post.