

# JOB DESCRIPTION

---

<b>Job Title:</b>	<b>Deputy Manager</b>
<b>Directorate:</b>	<b>West London &amp; South West England</b>
<b>Location:</b>	<b>Bristol Complex Needs Service (Longhills, Kensington House and Hillside Street)</b>
<b>Reporting to:</b>	<b>Service Manager</b>
<b>Responsible for:</b>	<b>Project staff</b>

---

## PURPOSE OF THE JOB

- Provide a safe and supportive environment for female clients, in which to build confidence and 'promote opportunities' for positive change.
- Ensure delivery and integration of high quality services which are compatible with clients' needs and which reflect St Mungo's overall policies.
- To lead the co-ordination and delivery of housing management across the Bristol Complex Needs Service.
- To engage in the co-ordination and delivery of support services in conjunction with the Bristol Complex Needs Service Manager.
- To train and supervise staff to meet the service's objectives.

## KEY RESPONSIBILITIES

### STAFF MANAGEMENT

- Taking the lead in recruitment and selection of new staff to the team.
- Developing performance targets and quality control measures for the work of the team, and monitoring team members' work to ensure that these are met.
- Supporting staff by setting clear objectives and holding individual supervisions regularly
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Managing the workload of the team to ensure that adequate cover is provided at all times.
- Ensuring the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Defining (and reviewing from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operating St Mungo's disciplinary and grievance procedures where necessary.

### SERVICE DELIVERY

- Work with Statutory partners to ensure effective move-on policies and procedures are developed and maintained.

- Develop professional relationships with external agencies and to work closely with our Partners in Second Step, Riverside and Places for People; in order to influence and secure positive outcomes for our clients.
- Ensure proper administrative, financial and record keeping systems are developed and maintained including the operation of computerised systems as appropriate, with support from the Service Manager.
- Liaise with Local Authorities to ensure that all payments, refunds and entitlements are made. Alongside the Service Manager, ensure effective systems for the collection of charges; ensure that voids or arrears are kept to agreed levels.
- Ensure that the project complies with all statutory regulations relating to health and safety, fire precautions etc.
- Liaise with Technical Services staff and contractors on all aspects of the day-to-day and cyclical maintenance of the buildings in the pathway.
- Ensure the project's impact in the locality is monitored and managed.
- In conjunction with the Service Manager ensure that effective assessment procedures and action plans are updated for all residents through a keyworker system.
- As some clients may exhibit different types of challenging behaviour, the Deputy Manager will be expected to support all staff where there are particular difficulties, for example by going on joint visits, dealing with dissatisfied clients and giving additional support as it is needed.
- Undertake some client facing work including: appropriate key working activities (i.e. referrals / Interviews / booking in / maximising benefits and income etc), holistic assessment of clients' needs and aspirations and action-planning with clients.
- Ensure that client's rights are upheld and promoted in all aspects of the work.
- Provide positive role modeling and mentoring support for the staff group

### **Governance**

- With other managers ensure St Mungo's performance management systems including Key Success Indicators and Service Monthly Monitoring reports are monitored and used effectively to ensure continuous improvement.
- Operate a Quality system, supported by the St Mungo's Business Excellence team. Including comprehensive Safeguarding of Vulnerable Adults and Children procedure, Complaints procedure, serious incident reporting and risk management.
- Ensure information is stored and used in line with relevant information sharing protocols and data protection legislation (Information Governance)
- Maintaining a comprehensive method of reporting, monitoring and reviewing incidents, trends and needs within the project

### **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Deputy Manager - Complex Needs

---

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience

1. Demonstrable experience of managing or delivering a high profile social care/health/housing programme.
2. Demonstrable experience of motivating complex and diverse client groups to sustaining housing, health and or work outcomes.

#### Skills, Abilities & Knowledge

3. An ability to supervise and motivate a staff team and to support and coach skilled practitioners and volunteers to engage effectively with clients.
4. An understanding of how to build teams who deliver outstanding outcomes.
5. Ability to network, build enabling relationships and work effectively in a multi-agency context.
6. An ability to communicate effectively (as a manager) and to an excellent standard both verbally and in writing. To be IT literate and use databases and the internet/email effectively.
7. A detailed understanding of the support needs of vulnerable adults in particular those with complex health/mental health histories.
8. An understanding of the services and legislative environment regarding, mental health, housing and health, work and immigration as it relates to vulnerable adults specifically women.
9. Have the necessary social skills to initiate and maintain constructive and appropriate relations with clients and agencies in a detached street and community environment.
10. Solution focused and Imaginative.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection and interview process, we will be assessing candidates against the following competencies:**

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is client and customer focused</li> <li><input type="checkbox"/> Is open to new ideas, improvement and change</li> <li><input type="checkbox"/> Handles situations and problems with innovation and creativity</li> <li><input type="checkbox"/> Shows commercial and financial awareness</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership</li> <li><input type="checkbox"/> Shows self-awareness</li> <li><input type="checkbox"/> Works well with other people</li> <li><input type="checkbox"/> Collaborates and networks effectively internally and externally</li> <li><input type="checkbox"/> Shows sound communication and influencing skills</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li><input type="checkbox"/> Able to think strategically</li> <li><input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li><input type="checkbox"/> Has good writing skills at the level required for the job</li> <li><input type="checkbox"/> Plans, organises and manages time well</li> <li><input type="checkbox"/> Demonstrates compliance and accountability</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds client/stakeholder involvement into all activities</li> <li><input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop</li> <li><input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds a high performing team</li> <li><input type="checkbox"/> Provides staff with clear direction and support</li> <li><input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team</li> <li><input type="checkbox"/> Manages the operational aspects of their function efficiently</li> <li><input type="checkbox"/> Implements plans, strategies and services effectively</li> <li><input type="checkbox"/> Actively contributes to service growth</li> </ul>