



Job Description

Job title:	Deputy Manager
Reporting to:	Outreach Service Manager
Location:	Milton Keynes
Salary:	£28,094 -£33,534 per annum (pro rata)
Working Hours:	25 hours per week, (including some evenings and weekends)
Key internal:	Manager, Senior management team, Colleagues across organisation
Key external:	Partner agencies, Clients, Stakeholders, Commissioners

Background:

SMART has been delivering services to service users with Complex Needs since 1996. Our innovative projects are designed to support recovery and reintegration into local communities, build confidence, self-esteem, develop skills and build recovery capital.

We are a small charity with a big heart; putting the service user at the centre of everything we do.

Our mission is to provide safe spaces to work with vulnerable people within our communities, empowering them to make positive changes and take control of their lives.

We are proud of our culture and our values to be: **Trustworthy, Respectful, Helpful and Honest**

Our values underpin the work we do and the way we relate to: our staff, our volunteers, our service users, the families and carers we support, our professional partners, the individuals who learn with us, our funders and our trustees.

We believe that everyone needs a little help sometimes and that with trust, respect and honesty people can make incredible changes. We help our teams and the people who use our services to fulfil their highest potential by offering respect and believing in them. We encourage honesty and openness in all that we do and believe that trust is the foundation of all charitable work.

Main purpose of the job

- Ensuring the service delivers and sustains high quality interventions to its service users in line with contractual obligations and organisation policy.
- Leading a team ensuring that all targets are achieved in both outreach and inreach areas of work; in line with contractual agreement, and individual staff performance objectives
- Supporting the team in case(load) management as agreed with the Service Manager.

May 2019

Main Duties and Responsibilities:

The responsibilities of the post-holder are divided into three key areas of work:

1. Service delivery:

- Securing a safe conducive environment, for employees to work and service users to use.
- Ensuring appropriate daily planning and distribution of resources as required
- Ensuring all support functions are accessible and delivered to relevant quality standards
- Ensuring that all services are covered in staff absences, including covering commitments yourself
- Ensure compliance with all relevant legislation
- Facilitate regular service user meetings and ensure service users are involved in all aspects of service delivery where relevant
- Identify and ensure the best use of all resources that relate to service delivery

2. Management Responsibilities:

- Perform line management responsibilities by effectively implementing SMART's Performance Planning and Development procedures including staff inductions, regular supervisions, and annual appraisals; to maintain effective, skilled teams who are able to meet client needs and organisational goals.
- Ensure that SMART policies and procedures are followed at all times and any exceptions or risks are identified and reported to senior management.
- Contribute to the development of the knowledge and practice of individuals within the geographical area, by enabling them to problem solve, and tackling issues arising as well as learn and benefit from their experience.
- Ensure that staff operate within the best practice guidelines- SMART practice standards, policies and procedures.
- Hold/ attend relevant meetings with key partners, stakeholders and potential customers as applicable, ensuring any messages and learning is brought back to the team.
- Support the Service and Area Managers to develop and grow complex needs services in across the local area, including the recruitment and development of new staff as applicable.
- Leading a team to ensure relevant targets are achieved, in line with contractual agreements and within all relevant policy and guidance
- Manage cover, shift and rota arrangements to ensure continuity of service
- Address key issues utilising a range of management styles
- Support and promote volunteer engagement and involvement in line with Investing in Volunteering accreditation requirements
- Ensure staff within the team operate within ethical and professional boundaries.

3. Other:

- Hold where appropriate, a small case load of service users with high complexity levels, and undertake work in line with core outreach and inreach responsibilities, including: assessment, risk reduction, crisis intervention, safeguarding protocols, referral, tenancy procurement and sustainment amongst others.
- Ensure staff are using service user feedback mechanisms; and that those mechanisms are collated with key learning disseminated appropriately to staff and service users.
- Keep abreast of new developments in the fields of substance misuse, homelessness, domestic abuse and related issues.

- Understand and promote the values, vision and mission of SMART CJS by effective implementation of SMART's policies and procedures.
- Carry out duties of the post in accordance with SMART's diversity and equal opportunities policy.
- Engage with supervision as part of the performance planning and development process
- All post holders will be assigned an operational lead working to support effective governance within the Organisation
- Carry out any other duties and responsibilities as required in line with operational needs.
- Comply and fully cooperate with SMART CJS health and safety policy
- To work strategically with other services in the area and develop positive working relationships and protocols where applicable, to facilitate effective client care co-ordination on an ongoing basis, specifically with regard to tenancy sustainment.
- Hold a specialism or lead that is organisation wide, to support strategic understanding and development.
- Oversee data requests outside of usual data sharing agreements.

This job description will be supplemented by annual objectives which will be developed in conjunction with the post holder. It will be subject to regular review and SMART CJS reserves the right to amend or add to the duties listed above.

Person Specification – Deputy Manager

Listed below is the specification checklist which is used to shortlist candidates for this post. Evidencing your ability to meet criteria will be demonstrated in the first instance on the application form. To do this you must give a good explanation with examples of how you meet the criteria. If the criterion for short-listing is met, you may also be asked to further demonstrate competency at interview.

Essential Criteria	Desirable Criteria
<ul style="list-style-type: none"> • Level 3 or equivalent health and social care or criminal justice qualification, or demonstrable experience of working within these sectors. • Strong verbal communication skills with the confidence to speak in front of a group • Good written skills in relation to training materials, assessments, evaluation and reporting • Good relationship and liaison skills in working with colleague’s partners and clients • Awareness of and ability to manage boundary issues involved in working with a diverse client base • Ability to organise tasks and work to deadlines • A willingness to travel for internal operations within SMART’s service areas • An understanding of the issues faced by individuals with complex needs. • Knowledge of MS office products and case management systems. • Good team player • Positive attitude towards working with change • Experience of partnership working with external organisations 	<ul style="list-style-type: none"> • A level 5 management qualification or demonstrable line management experience • Full driving licence • An understanding of small charity working • Knowledge of MS office products and case management systems. • Confidence in speaking publicly and building professional relationships • Experience of running a budget • Experience of completing quality mechanisms such as audit.

All staff are expected to show commitment to the quality of service offered to service users and to demonstrate a thoughtful and considered approach to their problems. Honesty, reliability, use of initiative and the ability to establish good working relationships with clients, colleagues and other service providers are considered essential attributes.

Health and safety

All employees are subject to the Health and Safety at Work Act. The post holder is required to proactively comply with their duties as outlined in SMART CJS policy.

References

Appointment will depend on satisfactory references being obtained from present or past employers.

Security Clearance

All front line staff will need to have an enhanced DBS check to comply with the required regulations.