



'Our vision is that people lead life to the full, with their dignity respected, independence supported, and uniqueness valued.  
We believe that each person must be at the centre of their world, and of the support and care they may require to lead life to the full in their own way.'

<b>Job title:</b>	<b>Deputy Service Manager</b>
<b>Contract Hours:</b>	<b>37.5 per week</b>
<b>Services/Locations</b>	<b>Brighton – covering Marina and St Anne's Apartments</b>
<b>Grade/Salary range:</b>	<b>£44,415 pa</b>
<b>Responsible to:</b>	<b>Service Manager</b>

### **Purpose of the job:**

The Deputy Service Manager will assist the Service Manager to ensure through the team/senior team, an efficient, high quality individualised service is provided to the people who use the service. The post holder will ensure professional advice and leadership is provided for those managed and that the service operates within ethos of the Charity, its policies, quality standards, aims and the requirements of legislation.

### **Responsibilities**

1. Ensure the Service and those managed by this post are continuously working towards the individual needs of people who use the services, particularly in terms of their support, care and the development of their life and social skills, whilst at the same time providing a homely atmosphere.
2. Ensure as deemed necessary by statutory and policy requirements, that appropriate information is gathered for people who use the service and that reviews, individual meetings and the agreed Care Plans and Person Centred Plans are implemented, monitored and reviewed on an ongoing basis.
3. Assist the Service Manager in recruitment, induction, supervision and management of those managed by this post with particular regard to service standards and quality of service delivery, dealing with conduct and other issues arising in accordance with the Charity's policies.
4. Ensure the performance of those managed by this post is assessed and meets with the requirements of the service users and the service standards. Training and development needs are identified and met in accordance with the Charity's policies.
5. Ensure fire procedure, hygiene, risk assessment and all other health and safety statutory requirements are complied with and that incidents are reported and investigated in accordance with the Charity's policies and the requirements legislation.



6. Ensure that the operational, financial and strategic management of the Service is provided in accordance with the aims, objectives and policies of the Charity and the requirements of legislation.
7. Report to Service Manager any issues relating to the management of the Service. Present the relevant reports and other information, as necessary.
8. Report to Service Manager any issues related to those managed by the service and seek guidance and advice on Human Resources and employment legislation issues, as necessary.
9. Support the Service Manager in liaising with external professionals to ensure that the highest standards of practice are developed and maintained.
10. Attend and contribute to meetings and training events, including the post holder's own supervision and appraisal meetings, as part of self and service development.
11. Assist the Service Manager in the Strategic and financial management of the service, working within the confines of the agreed budget and business plans and ensuring that accurate records and financial information is properly maintained.
12. To promote a diverse workforce that is free from discriminatory practice.
13. Maintain confidentiality regarding all aspects of people who use the services affairs and management of the service.
14. Undertake any other tasks, duties or projects, as reasonable required, which may arise from to time which commensurate with the general level of this post.
15. To deputise for Service Manager, as required.

This job description is not an exhaustive list of duties and should only be seen as a general guide. As duties and responsibilities of this post may change and develop over time, this job description is subject to amendment. The line Service Manager, in consultation with the post holder(s), will propose appropriate changes as necessary.

### Additional Information

- The post holder must at all times carry out their responsibilities with due regard to the company's Equal Opportunities Statement.
- Work in line with the company's Safeguarding People from Abuse Policy and Whistle Blowing Policy to ensure that people are kept safe at all times.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- Ensure risk assessments are actioned as necessary, in line with policies and procedures.
- This role will involve extensive travel to other services within UK.



### Deputy Service Manager

#### Person Specification

To apply for this post you must be able to state on your application and demonstrate at interview how you meet the criteria outlined below.

Area of responsibility / requirements	Requirements	Measurement
		Application (A) Interview (I)
<b>Experience</b>	At least 5 years' experience working with people who have learning disability/complex needs	Essential (A)
	Knowledge of current policy and practice issues in social care and support, including tenancy related support	Essential (A)
	An understanding of the needs of people with learning disabilities	Essential (A)
<b>Knowledge &amp; Qualifications</b>	NVQ level 3 or above in Health & Social Care (or equivalent)	Essential (A/I)
	A strong understanding of CQC and other regulatory requirements and frameworks, such as DoLS/ MCA, safeguarding, MHA and the Care Act	Essential (A/I)
	Able to demonstrate continued professional development	Essential (A/I)
	Training and coaching tools and approaches	Essential (A)
<b>Skills, Abilities &amp; Attributes</b>	Ability to lead and co-ordinate a team	Essential (I)
	Ability to take responsibility within delegated authority and exercise judgement	Essential (I)
	Ability to keep updated with current best practice	Essential (I)
	Ability to communicate effectively with service users, family members and other professionals	Essential (A/I)
	Excellent administrative skills Skilled in the use of Microsoft Word, Excel and PowerPoint, Nourish or similar Electronic Care Record System	Essential (A/I)
	Ability to work with confidence and on own initiative	Essential (A/I)
	Ability to work calmly to time schedules under pressure	Essential (A/I)
	Handle queries from many sources	Essential (A/I)
	Excellent influencing and listening skills	Essential (A/I)
<b>Communication</b>	Excellent communicator and enjoys working with people at all levels	Essential (A/I)
	Highly effective written, verbal, and presentational communication skills	Essential (A/I)
<b>Flexibility</b>	Prepared to travel to other services/offices and work occasional unsocial hours	Essential (A)