

JOB DESCRIPTION

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| Job Title: | Deputy Manager |
| Directorate: | Various/dependant on location |
| Location: | Project/Hostel |
| Reporting to: | Project/Service Manager |
| Responsible for: | Line management of staff |

PURPOSE OF THE JOB

The Deputy Manager has responsibility for

- Assisting the Manager in ensuring the smooth daily running of the Service at all times and deputising in his/her absence for all matters relating to the management of the Service.
- The line management of allocated staff
- Key working for allocated clients
- Taking a lead for defined areas of work within the project
- Helping clients to identify their personal aims and ambitions, and supporting them to make and carry out plans towards achieving them.
- Providing practical and personal support to clients.
- Ensuring the client can identify and access relevant services.
- Liaising with other statutory and voluntary agencies to ensure the appropriate support for clients.
- Working as part of a team responsible for the day to day management of the hostel/ housing, to provide a high quality, safe place to live
- Undertaking a range of procedural and administrative tasks relating to client work, housing management and health and safety, in line with St Mungo's policies and procedures, and in compliance with legal requirements

KEY RESPONSIBILITIES

Administration and Finance

- Ensure proper administrative, financial and record keeping systems are developed and maintained including the operation of computerised systems as appropriate.
- Liaise with DWP, Local Authorities to ensure that all claims, payments, refunds and entitlements are made. As part of the management team ensure effective systems for the collection of charges; ensure that voids and arrears are kept to a minimum.
- Co-ordinate support with partner agencies as necessary

Scheme Procedures

- Ensure that the scheme complies with all statutory regulations relating to health and safety, fire precautions etc.
- Develop and maintain the Service procedures. Train staff to comply with these procedures.
- Liaise with Technical Services staff and contractors on all aspects of the day-to-day and cyclical maintenance of the building.

Line Management

- As agreed with the manager, carrying out recruitment and selection of new staff to the team.
- Working with scheme manager to develop 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.
- Ensuring good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Inducting new staff and planning the continuing development of existing staff on the basis of an annual appraisal.
- Contributing to the management of the workload of the team to ensure that adequate cover is provided at all times, and team responsibilities are met.
- 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.
- Ensuring St Mungo's policies and procedures are followed in relation to recording, monitoring and follow up of sickness and absence.

Client Support

- To key work a caseload of clients as and when required by the Manager. This may be ensuring the continuity of support during a project workers absence or working with more complex need clients.
- In conjunction with the Manager ensure that effective assessments and action plans are updated for all residents through a key worker system and on OPAL.
- Ensure that resident's rights are upheld and promoted in all aspects of the work.

- Work with the project workers to ensure effective move-on plans for individual clients are created and worked towards within the designated timeframes
- Be the internal expert on best practice for the team, particularly in terms of accessing move on accommodation
- Create a culture of co-production and client involvement in the scheme.
- In conjunction with the Manager ensure that all safeguarding concerns, incidents and complaints are managed robustly.

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

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or supporting statement 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, Skills, Knowledge and Abilities required for your application form:

1. Experience of working with vulnerable people and providing a safe operating environment in a relevant context.
2. Experience of motivating and empowering colleagues, staff and/or volunteers to take responsibility for delivering a high quality service or demonstrable willingness and capacity to develop management skills.
3. Experience of managing complex and difficult situations in relation to people including challenging behaviour.
4. Good networking and influencing skills with the ability to build positive relationships effectively with internal stakeholders and external partner agencies.
5. Good knowledge of the range of services available to homeless people who may complex needs, or other support needs.

The below experience, skills, knowledge and abilities will be assessed at different stages of the recruitment process:

6. Experience of using a range of computer software applications including Word, Excel and Outlook, databases and using IT to improve working practices and systems.
7. Experience of recording, monitoring and producing evidence of client outcomes and compliance with processes.
8. The ability to communicate effectively, verbally and in writing with a variety of different people and situations.
9. Understanding of the importance of health and safety and fire safety and a willingness and ability to carry out health and safety tasks regularly and reliably.

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

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work fixed hours and to work 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 |
|--|--|
| Improving and Innovating | <input type="checkbox"/> Is open to new ideas, improvement and change. <input type="checkbox"/> Handles situations and problems with innovation and creativity. <input type="checkbox"/> Shows commercial and financial awareness. |
| Interacting and Influencing | <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership. <input type="checkbox"/> Shows self-awareness. <input type="checkbox"/> Works well with other people. <input type="checkbox"/> Collaborates and networks effectively internally and externally. <input type="checkbox"/> Shows sound communication and influencing skills. |
| Understanding and Doing | <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements. <input type="checkbox"/> Able to think strategically. <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. <input type="checkbox"/> Has good writing skills at the level required for the job. <input type="checkbox"/> Plans, organises and manages time well. <input type="checkbox"/> Demonstrates compliance and accountability. |
| Involving and Including | <input type="checkbox"/> Builds client/stakeholder involvement into all activities. <input type="checkbox"/> Is client and customer focused. <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop. <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients. |
| Managing and Empowering (for managers only) | <input type="checkbox"/> Builds a high performing team. <input type="checkbox"/> Provides staff with clear direction and support. <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team. <input type="checkbox"/> Manages the operational aspects of their function efficiently. <input type="checkbox"/> Implements plans, strategies and services effectively. <input type="checkbox"/> Actively contributes to service growth. |