



Job Title:	Deputy Manager	Job Category:	Care and Support
Department/Group:	Client Service	Job Code/Req#:	CS/03
Location:	Tower Hamlets	Travel Required:	Yes
Level/Salary Range:	£30,000pa	Position Type:	Full Time 40 Hours
Reports To	Supported Housing Services Manager/Contract Manager	Date Posted:	10.09.2020
Responsible For	Team Leader Support Workers	Posting Expires:	21.09.2020 11am
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: tdiallo@prha.net Subject Line: Deputy Manager CS/03		MAIL: FAO: CS/03 Providence Row Housing Association 458 Bethnal Green Road London, E2 0EA	
Projects Aims and Objectives			
Daniel Gilbert House (DGH) provides accommodation and support to homeless men and women with complex needs. Within a Psychologically Informed Environment service users are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to either independent or lower support accommodation.			
Role Purpose			
To participate in the delivery of a high quality support service to supported housing service users which meets PRHA service standards, aims, objectives and performance targets.			
Main areas of responsibility			
1. To provide day to day operational support management to the Supported Housing Manager/Contract Manager within the service, ensuring a focus on recovery and			



personalised services within the framework of a 'psychologically informed environment' (PIE)

2. To provide deputy cover in the absence of the Supported Housing Manager/Contract Manager
3. To ensure that the service offers a clean, safe, warm and welcoming environment.
4. To ensure that staff engage and build supportive trusting relationships with service users with dual diagnosis/complex needs, motivating and empowering them to recover and improve their lives and obtain longer term accommodation.
5. To ensure new referrals are assessed within the same day of referral and these assessments are completed within agreed timeframes with stakeholders.
6. To ensure guests are safeguarded from abuse and safeguarding concerns are promptly reported to PRHA's safeguarding lead and SP through the line management structure.
7. To ensure vulnerable service users are monitored, and that spiritual, health and care needs are met.
8. To ensure effective incident and risk management systems are in place, with staff trained to prevent incidents and ASB where possible, or respond, report and record them appropriately, whilst minimising emergency service callouts. To ensure debriefs and learning take place after serious incidents, and regularly analyse them for patterns.
9. To compile and manage the rota for all staff including sickness absence and annual leave cover.
10. To ensure that PRHA's Health and Safety policies and procedures are followed, including room, fire equipment, and building checks.
11. To work closely with the team and partnership agencies to ensure that all service users have an option to move on to longer term accommodation.
12. Updating internal databases with service users vital information including shared data i.e. CHAIN and Clearing House and Salesforce

Staff supervision and development

1. To ensure sufficient staff members including locums and flexible workers are recruited and trained in core competencies and performance managed. To take action to deal with grievances, disciplinary and sickness absence cases where appropriate, following HR advice and PRHA policies.
2. To line manage the Team Leader and a number of Support Workers in the service.



3. To ensure that team meetings are held regularly, and that staff feel part of a supportive team, and able to contribute views and suggestions.

Stakeholder Liaison

4. To contribute in partnership liaison, developing professional relationships and protocols with a wide range of internal and external partners and stakeholders.
5. To facilitate the setting up of drop-in sessions were possible to do so safely.
6. To develop and maintain liaison arrangements with police, neighbors, safer neighborhood teams and local businesses to ensure that ASB is tackled and the service is seen as a positive part of the community.
7. To attend local fora and external meetings to represent PRHA where it is safe to do so.

Financial management

8. To support the SHM/CM in ensuring that the service budget is managed effectively and expenditure is controlled.
9. To keep up to date about benefit changes which impact on guests and maintain regular liaison with the Benefits Agency about complex cases.
10. To authorise petty cash and other expenditure within agreed limits and respond to audit recommendations.

General

11. To support the SHM/CM in monitoring performance against the contract, ensuring that all PI's and targets are met, and corrective action is taken if they fall below requirements.
12. To support the SHM/CM in preparing reports for commissioners and other reports for PRHA management as necessary.
13. To participate in management meetings and working groups.
14. To maintain an up to date knowledge of relevant legislation, policy and practice making use of networking and training opportunities.
15. To disseminate relevant information to staff, service users and stakeholders (verbally and in writing) within the context of data protection and the confidentiality policy.
16. To use IT systems accurately to communicate, record and monitor support plans, risk assessments, incident reports and other records on PRHA's database.



17. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations.
18. To ensure Equal Opportunities are embedded in all aspects of the hostel practice, ensuring that guests' diversity and cultural needs are respected, and discrimination or harassment is challenged.
19. To maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
20. Ability to work both in the daytime and in the evening as required by the service
21. To carry out other duties as may be reasonably required from time to time.

Person Specification Competencies

1. Knowledge, empathy, understanding and proven ability to work creatively and engage homeless people whose alcohol/ drug misuse/ complex trauma has had significant effect on their physical and mental health, social and coping skills.
2. Good understanding of the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to ensuring staff are able to work within this model.
3. Ability to assess needs and risks (within a framework of positive risk taking) and monitor user led support and risk management plans.
4. Leadership, coaching and negotiation skills.
5. Able to demonstrate staff management competency, combined with knowledge of employment law and good practice.
6. Ability to develop professional relationships, SLA's and protocols with external and internal partners, working collaboratively to ensure that integrated support services are provided for guests.
7. Ability to coach and ensure regular supervision is provided to all staff within the project
8. Ability to respond to emergencies in and out of hours and challenging behavior in a safe way.
9. Ability to manage rotas within budget and possess shift allocation skills
10. Knowledge and practical application of current adult safeguarding requirements.
11. Knowledge and understanding of Health and Safety legislation and ability to embed systems and undertake risk assessments including dealing with emergencies and working alone.



- 12. A good standard of literacy, numeracy, computer skills and the ability to write accurate and succinct reports.
- 13. Data entry and data analyses skills as well as the ability to collate data on a quarterly basis
- 14. Proven ability both to work within a team and use initiative to problem solve.
- 15. Excellent time and budget management skills including arrears management.
- 16. Ability to implement policies and procedures, standing orders and financial regulations

Behaviors

- 1. Customer focused
- 2. Determined, organised, persistent and results orientated
- 3. Self motivated
- 4. Adaptable and Flexible
- 5. Solution focused

Reviewed By:	Supported Housing Manager	Date:	09.09.2020
Approved By:	Assistant Director Client Services	Date:	
Last Updated By:	SHM	Date/Time:	09.09.2020