



## Deputy Manager, Young People's Service

**Department:** Care & Support

**Reports to:** Team Manager or Area Manager

**Direct Reports:** Support Workers, Senior Support Workers

### Main purpose of the Job

- To engage, enable and empower our customers to support them to live the life they choose

### Responsibilities/ Summary of Role

- Provide direct day to day management of one service (or a group of small services).
- Organise staff rota and activities linked to contractual requirement and customer wishes.
- Develop and grow the skills of a staff team/s, providing training mentoring and performance management.
- Spend a percentage of working hours delivering support services, carrying out complex assessments, support plan reviews, customer related meetings and mentoring, assessing and developing staff's skills.
- To work weekends, evenings and bank holidays as required by the service.

### OVERVIEW OF ROLE

- To work in 1-2 services depending upon size providing day to day operational management.
- A portion of the hours working directly with customers.
- To work hours required by the service to include some weekends and evenings.
- To provide emergency on call services as part of a senior rota.

### Putting Customers First

- Uphold the rights of customers to be involved at all levels of decision making. Holding minuted monthly customer meetings in each service.
- Ensure services are planned and delivered in a way that meets their needs.
- Consult with customers regarding planning and delivery of services to include: support planning, recruiting and appraising staff, training, rota and activity planning.
- Support customers to attend forums and focus groups.

### Financial and contractual responsibility

- Plan and deliver services within the budgeted income and expenditure.
- Report any difficulties recovering income or delivering services to line manager.
- Follow financial regulations, policies and procedures at all times. To include purchasing all goods and services (including agency staffing)
- Support customers to manage their finances appropriately where required.
- To raise any concerns about the safety of a customers finances to a line manager. (to include concerns about financial abuse from others)
- The day to day delivery of support in accordance with contract requirements.
- Raise awareness of line manager where delivery varies significantly from contractual agreement.
- Recording delivery against contract as agreed in performance indicators.

### Staff management

- Undertake supervision, probations, inductions and appraisal of staff within the teams you manage.
- Provide a robust induction to new managers to include regular 1:1 mentoring and coaching.
- Follow induction procedure setting and reporting on objectives.

- Work as directed by the Team Manager to recruit to vacant posts in a timely/ cost effective way.
- Ensure staff are given time to participate in training.
- Work alongside front line staff to assess skills and attitude.
- Provide advice, support/mentoring.

### **Service Delivery**

- Provide operational management for the day to day delivery of services within a defined service or services.
- Prepare for and participate in internal and external quality audits.
- Monitor customer support and action plans.
- Ensure all risk assessments are up to date and available to everyone working with the customer.
- Plan and monitor staffing rotas for service/s following contractual, legal and health and safety guidelines.
- Hold regular meetings with customers to ensure the rota and pattern of working is meeting their needs.
- Ensure all staff understand the processes in place for recording and monitoring quality and performance.
- Oversee the day to day Responsible in ensuring all service information is of a good quality, completed and up to date.
- Discuss quality and timeliness of recording data as part of regular 1-2-1 supervisions with all staff.
- Hold regular staff meetings.
- Ensure all staff understand and follow guidance for keyworking and reporting.
- Responsible for ensuring front line staff have the skills and equipment required to key work.
- Provide a proportion of hours working to provide support, assessment and review of support planning and risk for customers.
- Provide hands on day to day support as required including weekends and evenings and some nights where the service has a high provision.
- To provide day to day observation and assessment of the performance of the staff team, working alongside individuals to ensure they are following guidelines appropriately, monitoring and recording of quality and performance data.

### **Additional Responsibilities**

- To deputise for Team Managers as required for an interim period of time as requested.
- To provide mentoring/advice and support for new managers across Outward.
- To provide specialist advice and supporting customers with complex needs as appropriate.
- To work in a co—operative way at all times with other departments and external agencies
- To act as an ambassador for Outward at all times.
- To treat customers with dignity and respect at all times putting their needs at the forefront of all decision making.
- Follow the code of conduct at all times.
- Read and follow policies' and procedures.
- Take personal responsibility for the safety of self and others at all times.
- To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information.
- To comply with all legal and regulatory responsibilities.
- Produce high quality reports relating to individual customers to include support plan assessments, risk assessments and detailed support information.
- Produce information and data reports to assist with inspection and audits.
- Understand budget statements and policy documents.
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
- Responsible for informing line manager where there is a health and safety concern.
- To take all possible measures to keep customers safe, respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.

- Liaise with HM/Landlord/colleagues, lead on and have main oversight of sign up process, referrals and assessments, following up in-action.
- Promote, market and attend void forums and develop/work in collaboration to develop tools to minimise void turnaround times.
- This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager.

## Person Specification

### Deputy Manager – Young People’s Service

| Criteria               | Essential   | Desirable   | Application / Interview / Test   |
|------------------------|---|---|--|
| Qualification          | <ul style="list-style-type: none"> <li>To have, or be committed to undertaking, a minimum L5 accredited course in health and social care, youth work, a related subject or a management qualification</li> </ul>  |   | A  |
| Skills                 | <ul style="list-style-type: none"> <li>Ability to listen actively and empathetically to young people, in order to build trusting relationships</li> <li>Experience of building and maintaining positive relationships with a range of internal and external partners</li> <li>Ability to provide and analyse data to comply with key performance indicators</li> <li>The ability to represent Outward at external meetings</li> <li>Ability to manage and deescalate conflict</li> <li>Ability to write clearly and concisely and have good numeracy</li> <li>Competent in using a range of IT packages and communication / social media apps (including MS apps, WhatsApp; support, housing management &amp; financial systems)</li> <li>Ability to plan and organise own workload and meet deadlines</li> </ul> | <ul style="list-style-type: none"> <li>Ability to maintain own self-reflective practice, learning lessons from incidents and putting improvements into practice</li> <li>Ability to manage own response to trauma responses of young people and be resilient to take sufficient care of self to avoid burnout</li> </ul>                      | I / T<br><br>A / I<br><br>A / I / T<br>A<br>A / I<br>A / T<br>A / I<br>A / I |
| Knowledge & Experience | <ul style="list-style-type: none"> <li>Experience of supervising staff, with involvement in HR processes such as recruitment, probation, performance management</li> <li>Experience of working within a housing related support service for vulnerable people:</li> </ul>   | <ul style="list-style-type: none"> <li>1 year’s staff management experience</li> <li>Experience of planning ahead and managing service delivery</li> <li>Experience of preparing for and participating in internal and external inspections / audits</li> <li>Knowledge of, or commitment to training in, trauma-informed practice</li> </ul> | A / I<br><br>A / I   |

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>○ carrying out assessments of new referrals to ensure eligibility and suitability</li> <li>○ assessing support needs, co-create and review asset-focused support plans and risk assessments, co-create SMART outcomes</li> <li>• Knowledge of welfare benefit, and providing debt management advice</li> <li>• Experience in property management, including health and safety checks and repair reporting</li> <li>• Good knowledge of and understanding of risk / safeguarding</li> <li>• Experience of and ability to deliver services in accordance with contract specifications</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of tenancy management, including anti-social behaviour</li> <li>• Experience of rent account monitoring and arrears management</li> <li>• Experience of managing a budget and reviewing management accounts</li> <li>• Knowledge of, or commitment to training in, psychologically-informed practice</li> <li>• Knowledge of restorative practice in mediating disputes and conflicts</li> </ul> | A / I<br><br><br>A / I<br><br>A / I<br><br>A / I |
| Other  | <ul style="list-style-type: none"> <li>• Understanding of and commitment to equality, diversity and inclusion in service delivery and employment</li> <li>• Commitment to developing self and others by sharing knowledge / expertise</li> <li>• The availability to participate in a rota including early, late, weekend &amp; Bank Holiday shifts</li> </ul>  | <ul style="list-style-type: none"> <li>• Ability to plan and manage a team rota</li> </ul>   | A / I<br><br><br>A / I<br><br>I                  |
| <b>Our values</b>  |   |  |  |
| <b>Engaging</b><br><i>We listen to what people say, we involve people, we are honest and open</i>  |   | We act responsibly<br>We appreciate and respect individuals<br>We are welcoming and inclusive  |  |
| <b>Enabling</b><br><i>We facilitate, we assist and we support to make things happen</i>  |   | We are committed, passionate and hard working<br>We support to people make informed choices<br>We build upon excellence  |  |
| <b>Empowering</b><br><i>We inspire and we encourage, supporting people to take control</i>   |   | We are flexible and creative<br>We learn, question, challenge and reflect  |  |
| <b>Safeguarding statement</b>  |   |  |  |
| Outward is committed to safeguarding and promoting the welfare of young people and adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to young people or adults at risk and / or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This must be updated annually in the Young Peoples' Service. |   |  |  |