



Nutley Edge Activity Break Deputy Manager Role

Department: Business Development

Reports to: Activity Breaks Manager

Direct Reports: line management of activity breaks support staff

Main purpose of the Job

- To engage, enable and empower guests attending Outward's Activity Breaks.

Responsibilities/ Summary of Role

- Provide direct day to day management of the Nutley Edge Activity Breaks alongside the team manager
- Organise staffing for each activity break
- Research new and exciting activities for future breaks to offer a variety of choice and fun things to do to the people we support whilst they are on holiday.
- Develop and grow the skills of a staff team/s providing training, mentoring and performance management.
- Focus on carrying out complex assessments, supporting individuals whilst on an activity break, liaising with parents and support staff and reviewing individual's needs where necessary.
- To work weekends, evenings and bank holidays as required
- Market and promote activity breaks including attend local events, forums, carers groups and talking with professionals in order to grow our service and ensure the success of the activity breaks

OVERVIEW OF ROLE

- To run at least 10 activity breaks per financial year.
- Whilst running 10 activity breaks you will be working in a small team and directly with guests and this may include providing personal care support, ensuring all support needs and emotional needs are met, monitoring and administering medication if required, catering, coordinating and attending activities on and off site. Supporting guests in a group setting and ensuring guests have the best fun filled break they can.
- To work hours required by the service to include regular evenings and some weekends.
- To provide emergency on call services as part of a senior rota whilst at Nutley Edge.

Putting People we Support First

- Uphold the rights of guests to be involved at all levels of decision making.
- To support guests to give constructive feedback after each activity break and use that information to develop and plan our future breaks.

Financial and contractual responsibility

- Support the manager to plan and deliver all aspects of the breaks 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 guests to manage their personal spending money whilst on an activity break
- To raise any concerns about the safety of guests finances to a line manager, include concerns about financial abuse from others
- To provide all aspects of care and support in accordance with Outward's policy's, CQC regulations and holiday itineraries. Raise awareness of line manager where delivery varies significantly from these.
- Recording delivery against performance indicators agreed by the organisation.

Staff management

- Undertake and provide supervisions, 1:1 mentoring, coaching, probations, inductions and appraisals to staff within the team you manage.
- Follow induction procedure 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

- Support the manager to provide operational management for the day to day delivery of service within a defined service.
- Prepare for and participate in internal and external quality audits.
- Ensure all risk assessments are up to date and available to everyone working with the guest.
- Conduct assessments on new referrals wishing to attend an activity break.
- Plan and monitor staffing rotas for each activity break following contractual, legal and health and safety guidelines.
- Ensure all staff understand the processes in place for recording and monitoring quality and performance
- Oversee the day to day responsibilities in ensuring all service information is of a good quality, completed and up to date and in line with GDPR
- Discuss quality and timeliness of recording data as part of regular 1-2-1 supervisions with all staff.
- Ensure all staff understand and follow guidance for any required reporting.
- Responsible for ensuring front line staff having the skills and equipment required to support individuals
- Ensure all staff delivering personal care and medication are appropriately skilled and trained.
- 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 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 people we support 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 individuals we support to include risk assessments and detailed support information.
- Produce information and data reports to assist with inspections 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 the people we support safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.

- To market, attend local events, forums, carers groups and promote the activity breaks in order to gain to grow our service and ensure the success of the activity breaks
- 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.

Our values

Engaging

We listen to what people say, we involve people, we are honest and open

We act responsibly

We appreciate and respect individuals

We are welcoming and inclusive

Enabling

We facilitate, we assist and we support to make things happen

We are committed, passionate and hard working

We support to people make informed choices

We build upon excellence

Empowering

We inspire and we encourage, supporting people to take control

We are flexible and creative

We learn, question, challenge and reflect

Safeguarding statement

Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.