



# Deputy Manager Shore House Job Description

Ref: 799

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## Job Summary

The post holder will assist with the day to day management of Shore House, take responsibility for specified projects in agreement with the operational manager, and deputise in their absence.

Shore House is an innovative service which provides accommodation and intensive one-to-one and group support to 20 people with mental health and complex needs, including those with a dual diagnosis, and people experiencing the effects of complex trauma. The service works proactively and flexibly with people to build their skills and confidence, enabling them to move into more independent accommodation within an 18-month timeframe.

Responsibilities will include managing referrals and move-on, health and safety, maintenance, improving standards and performance, staff support and management, and developing and maintaining effective working relationships with external organisations.

## Responsible to

- Operational manager and through line management to the Board of Management.

## Responsible for

- Senior Support Worker
- Group Work Coordinator
- Administrator
- Waking Night Workers
- Support Workers
- All staff employed in the project as well as volunteers, interns and students on placement.

## Significant Working Relationships

- BHT staff
- Sussex Partnership NHS Foundation Trust
- Council Housing Services
- DWP and Housing Benefit

- Clinical Commissioning Group
- CQC (Care Quality Commission)
- Statutory and voluntary organisations

## **Duties / Responsibilities**

### **Delivery of service and project development**

1. To assist the operational manager with overseeing and ensuring efficient and effective service delivery
2. To ensure that the best possible quality and standard of support is provided for clients, within a trauma-informed and psychologically informed framework.
3. To assist the operational manager in ensuring structures are in place to promote client involvement, access to work and learning, and enhance move on opportunities for all residents.
4. To assist the operational manager with the coordination of referrals, assessments, and move on from the project to minimise void loss.
5. To assist the operational manager with continual service improvement, including gathering and utilising feedback from stakeholders, clients, and staff.
6. To assist the operational manager with reviewing policies, procedures, and project-based risk assessments.
7. To assist the operational manager with reporting to commissioners, partner agencies and regulatory authorities, including annual and quarterly reviews/reports.
8. To liaise with relevant statutory and voluntary organisations, including substance use services, Housing Benefit, DWP, Housing Options Team, Sussex Partnership NHS Foundation Trust, and other providers in the mental health accommodation pathway.
9. To assist the operational manager with all aspects of health, safety, and hygiene including clients, staff, office, communal areas, and client rooms.
10. To assist the operational manager in ensuring the efficient delivery of repairs and maintenance, and all other relevant housing management and tenancy related functions.
11. To assist the operational manager in ensuring a coordinated and responsive approach to crisis management, including notifying relevant agencies, contingency planning, and raising safeguarding concerns.
12. To assist the operational manager with developing and encouraging an empowering and person centred approach in all aspects of service delivery.
13. To assist the operational manager with coordinating and conducting periodic audits of client support plans, risk assessments, and all aspects of health and safety.

14. To assist the operational manager in responding to feedback and complaints from clients, stakeholders, and/or neighbours.
15. To deputise for the manager in their absence.

### **Staff Management**

16. To assist the operational manager in recruitment, induction, supervision and staff development.
17. To undertake line management responsibilities for an allocated number of staff members.
18. To undertake timely de-brief sessions with staff post-incident, and conduct preventative meetings to ensure the wellbeing of staff.
19. To manage staff performance and development, including disciplinary issues
20. To assist the operational manager in arranging, attending, and facilitating team meetings, incorporating opportunities for reflective practice.
21. To undertake annual staff appraisals.
22. To facilitate opportunities for volunteers, Interns and student placements within the service and to provide appropriate supervision structures to support these.

### **Administration and Monitoring**

23. To assist the operational manager and administrator in ensuring that efficient systems are maintained accurately which support rent accounting, financial accounting, and all areas of housing management and support delivery.
24. To assist the operational manager in ensuring that staff maintain detailed casework files on the client database, which fulfil all monitoring and client risk, support and safety requirements.
25. To assist the operational manager with the implementation of effective means of monitoring and reporting the outcomes of the project.

### **Financial**

26. To assist the operational manager in ensuring that the financial resources of the service are used efficiently and purposefully.
27. To assist the operational manager with budget setting and management in accordance with BHT financial procedures and to monitor and report on relevant financial and performance targets.

### **General**

28. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.
29. To participate in a management on call rota

30. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required, which will include taking on the duties of the operational manager, in their absence.

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**