

Job Summary

The Deputy Manager will assist with the day-to-day management of Route One with the Operational Manager and the second Deputy Manager, take responsibility for specified projects in agreement with the Management team, and deputise in their absence.

Route One provides accommodation as well as 1:1 and group support for 60 adults with mental health and multiple complex needs within Brighton and Hove.

The project offers a variety of accommodation:

- Carlisle Road: 14 self-contained flats
- Aymer Road: 14 self-contained flats
- Bear Road: 6 self-contained flats
- Westbourne Gardens: 1 self-contained flat and 4 units of shared accommodation
- Sackville Gardens: 1 self-contained flat and 4 units of shared accommodation
- Chelwood Close: 5 units of shared accommodation
- Dorset Gardens: 6 units of shared accommodation
- Belle Vue Gardens: 5 units of shared accommodation. Specialist women-only Service.

As a specialist mental health service, we work closely with Sussex Partnership Foundation Trust, including Assertive Outreach Team, Community Rehab team, Early Intervention in Psychosis Team, East and West Recovery, Mental Health Homeless Team and the Crisis Resolution Home Treatment Team. These partnerships are invaluable as they enable clients to experience a comprehensive package of support which supports their physical and mental wellbeing, as well as maximising their opportunities to live more independently within a target time of 2 years.

Management responsibilities will include implementation of all aspects of the support service delivery, including managing referrals and move-on, health and safety, maintenance, improving standards and performance, staff support and management, and partnership working.

Responsible To:

- a) Route One management team and through line management to the Board of Management.

Responsible For:

- a) All staff employed in the service as well as volunteers, interns and students on placement.

Significant Working Relationships:'

- a) BHT Clients
- b) BHT staff, particularly Housing Services and Finance
- c) Maintenance contractors and operatives
- d) Sussex Partnership Foundation Trust
- e) Brighton & Hove City Council

- f) Service commissioners
- g) DWP and Housing Benefit
- h) Relevant statutory and voluntary organisation

Duties / Responsibilities

Staff Management

1. To assist the Management team in the recruitment of staff, cover staff and others to the project in accordance with recruitment policies and procedures.
2. To undertake timely de-brief sessions with staff post-incident and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
3. To organise and monitor the staff rota and coordinate annual leave to ensure the service maintains adequate staffing levels at all times.
4. To provide regular supervision and perform all staff-related tasks, including induction, probationary interviews, appraisals and performance reviews or disciplinary issues, as required
5. To ensure that the Route One team are working in line with best practice and within a Trauma Informed and Psychologically Informed Framework
6. To identify staff training needs and support their learning and development.
7. To set goals and action plans in accordance with the KPI's pertaining to the service, and to ensure optimum contract standards and compliance
8. To arrange, attend, and facilitate team meetings, incorporating opportunities for reflective practice. To take and disseminate minutes of meetings.
9. To attend internal and external working groups and disseminate information accordingly.
10. To facilitate opportunities for volunteers, Interns and student placements within the service and to provide appropriate supervision structures to support these.

Administration, Finance and Monitoring:

11. To assist the Management team with all aspects of financial management, including arrears and bad debts, client recharges, invoices, ordering of stocks and value for money.
12. To assist the Management team in ensuring that the financial resources of the service are used efficiently and purposefully.
13. To assist the Management team with budget management, in accordance with BHT Sussex financial procedures and to monitor and report on relevant financial and performance targets.
14. To maintain rent accounting systems and input data using Omniledger including managing bed spaces, rent accounts, and assignments. To work with support workers to prevent arrears and bad debts and communicate arrears through line management.
15. To work closely with the Route One team, BHT Sussex Finance Department and Housing Benefit to maximise rent income, and to carry out banking of rents, recharges and other miscellaneous incomes as required
16. To manage and maintain all administrative systems and functions, including arrears, voids and bad debts, petty cash authorisation, rent accounting, purchasing and invoicing.

17. To assist the Management team in ensuring that staff maintain detailed casework files on the client database, which fulfil all monitoring and client risk, support and safety requirements.
18. To assist the Management team with the implementation of effective means of monitoring and reporting the outcomes of the project.
19. To assist the Management team with developing, implementing and reviewing service level policies and procedures
20. To assist the Management team with reporting to commissioners, partner agencies and regulatory authorities, including annual, quarterly and monthly reviews/reports

Delivery of support service and project development:

21. To provide telephone support to clients in need or distress, signposting and notifying external agencies as necessary, recording all notes onto Inform and updating risk assessments as appropriate.
22. To ensure that the best possible quality and standard of support is provided for clients, within a trauma-informed and psychologically informed framework.
23. To assist the Management team in ensuring structures are in place to promote client involvement, access to work and learning, and enhance move on opportunities for all clients.
24. To assist the Management team with coordinating and conducting periodic audits of client support plans, risk assessments, and all aspects of health and safety.
25. To take a lead with coordinating referrals into the project, including ensuring adequate risk and support-related paperwork is in place before and after assessment. To liaise with the Mental Health Placement Officer, the Housing Panel, and other providers to coordinate moves into the service. To produce internal and external referral and void reports.
26. To assist the Management team in coordinating preventative and crisis-related support, including raising Safeguarding Concerns, liaising with emergency services and keeping robust records of all actions taken
27. To ensure that all client support plans and risk assessments are in place, reviewed and shared with relevant agencies with client consent, as necessary.

Housing Management:

28. To assist the Management team with minimising voids, arrears and bad debts and keeping within BHT Sussex financial targets.
29. To manage bed spaces and complete lettings logs and CORE forms
30. To oversee and audit the completion of routine health and safety checks within all buildings including fire, water and infection control, and liaise with external contractors accordingly
31. To assist the Management team in ensuring the efficient delivery of repairs / maintenance, and all other relevant housing management and tenancy related functions.
32. To assist the Management team and House Leads with ensuring that buildings are well maintained and coordinating contractors when necessary.
33. To foster open communication and good relationships with neighbours.

General:

34. To assist the Management team with the efficient administration of all areas relating to the service including completing contract reports, internal reports and dealing with all service-related correspondence
35. To assist the Management team with reviewing policies, procedures, and project-based risk assessments.
36. To assist the Management team in responding to feedback and complaints from clients, stakeholders, and/or neighbours.
37. To assist the Management team with the liaison and partnership work with all key stakeholders and the representation of the project and BHT Sussex at relevant internal/external operational and strategic meetings, groups and forums at a senior level.
38. 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
39. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working out of hours.
40. To participate in a BHT Sussex wide on call rota, which may include being contacted out of hours and attending additional workplaces and services as necessary.
41. 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 Management team, in their absence.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex'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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

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.