



Deputy Manager

Phase One

Job Description

Ref: 079

Job Summary

The Deputy Manager will assist the Operational Manager in delivering the strategic aims and objectives of Phase One and Brighton Housing Trust. They will assist day to day operation of Phase One and to lead on maintenance. They will lead on the management of the service in the Operational Manager's absence.

Under the direction of the Operational Manager, they will ensure that all administrative and financial procedures are completed within given time scales. They will lead on the Recovery Focused Flat and develop a recovery approach within the support practice of Phase One. The Deputy Manager will supervise and direct the work, development and training of Supported Housing Worker and Hostel Worker Teams in line with the expectations of Phase One's support service. The Deputy Manager will manage and direct the work of the cleaner.

The Deputy Manager will manage and facilitate an advice and support service to single homeless people in line with organisational and funding requirements e.g. BHT policies and the HRS service specification.

The Deputy Manager will assist the Operational Manager in developing the project's services, policies and procedures to deliver a psychologically informed practice and environment. The Deputy Manager will participate in an on-call manager's rota.

Responsible To:

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

Responsible For:

- Supported Housing Workers
- Hostel Workers
- Night Supported Housing Workers
- Administrative Staff
- Domestic and Catering staff
- Bank Cover Workers
- Volunteers
- Students on placement

Significant Working Relationships:

- Clients of BHT
- BHT staff; Housing Services dept.
- CGL and HHIT
- Brighton & Hove City Council Housing Services and Adult Social Care
- Probation Service
- Sussex Police
- Benefits Agency and Housing Benefit
- Relevant statutory and voluntary organisations concerned with the interest of the clients

Duties / Responsibilities:

1. To be responsible for the day-to-day operation of Phase One.
2. To undertake project and service development in conjunction with the Operational Manager.
3. To ensure that the building and all procedures comply with the appropriate health & safety regulations.

Staff Management

4. To ensure that each member of staff is properly supervised, supported and trained with a clear understanding of their responsibilities.
5. To ensure that professional standards are maintained and that professional working practices are implemented and evaluated in order to meet the needs of residents.
6. To ensure that there is always 24-hour cover for the project in accordance with the developed rota programme.
7. To provide regular personal supervision for staff.
8. To undertake line management responsibilities as set out in the contract of employment and staff handbook.

Administration and monitoring

9. To ensure appropriate manual and computerised administrative systems are maintained.
10. To undertake regular reports on specific service areas for the Operational Manager.
11. To monitor the assessments and support plans of residents.
12. To monitor the outcomes of the project.

To assist the Operational Manager with the following

13. To ensure that the procedures for reporting repairs to the building are adhered to and that these are completed within appropriate time scales.
14. Ensuring the active implementation of the project's policies and procedures.
15. Challenging / confronting behaviour which threatens the aims of the project and ensuring that all work at the project is carried out in accordance with the aims and philosophy of the project including dealing with complaints.
16. Taking action to minimise voids and bad debts.

Support

17. Undertaking the development and monitoring of all aspects of the project's support service in conjunction with the Operational Manager.
18. Monitoring the assessment of the housing and support needs of residents and their referral to other voluntary and statutory agencies as appropriate to meet identified needs.
19. Developing the support planning process to ensure continual improvement in order to meet needs and help people move on.
20. Ensuring the ongoing development of staff skills and knowledge.
21. Ensuring that support practice is within a psychologically informed and recovery framework.
22. Liaising with other appropriate agencies involved in delivering support.

23. From time to time acting as a keyworker as and when needed.

General

24. To develop close links with appropriate agencies, acting as a link worker, as directed by the Operational Manager.

25. Implement the Trust's equal opportunities policy and carry out duties with due regard to the policy.

26. Participating in team and other meetings.

27. Participating in a shift system.

28. Participating in an on call rota.

29. Actively participate in supervision and undertake appropriate training.

30. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required.

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.