**Job Summary**

The post holder will be responsible for deputy management of the Archway: 9 Portland Road project in agreement with the Operational Manager and deputise in their absence.

##### The **Archway Project** is a 24-hour recovery-focused residential mental health service comprising of 9 Portland Road and Step Down (57 Sackville Gardens). The projects are within a 10-minute walk of each other in Hove.

The service provides care, support and accommodation to people with enduring and complex mental health needs. Principles of recovery, psychologically informed environments (PIE), person-centred care, trauma-informed care, strengths-based approaches, and co-production are applied to promote the best possible outcomes for residents.

The Archway Project works closely with SPFT community mental health teams and other statutory and voluntary partners to provide a holistic package of care and support.

The service provides:

* 1:1 support planning and risk assessment
* Housing Management
* Medication administration and support for clients to self-administer.
* Resident wellbeing and social activities
* Daily provision of food with support to cook communal meals

The services are funded by the Integrated Care Board and are regulated by the Care Quality Commission; their rating is ‘Outstanding’.

##### **Portland Road** is a well-established nine-bed residential care service for people with mental health support needs in Hove. The service has a recovery and person-centred focus, working collaboratively with residents in intensive medium-term (up to 2-year placements) to achieve more independent living. The service aims to empower people to develop their daily living skills, identify strategies to manage their mental health with resilience, and explore meaningful occupation. Referrals to the service are commonly received following a period of hospital admission under a Mental Health Act Section.

**Step Down** is a five-bed residential care service for people with mental health support needs in Hove. The service provides short term (up to 16-weeks), intensive support for people who are 18+ and medically fit to leave hospital but do not have longer-term accommodation and/or support in place and who need support to recover their skills and confidence to live more independently.

The role of the Deputy Manager is to assist the operational manager in delivering the strategic aims and objectives of Archway: 9 Portland Road and BHT Sussex. They will assist day to day operation of Archway: 9 Portland Road and ensure the safety and quality of support provided to people with mental health and complex support needs. The post holder will take responsibility for specified projects in agreement with the operational manager and deputise in their absence.

The Deputy Manager will supervise and direct the work, development, and training of the team in line with the expectations of Archway’s service. 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.

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

Operational responsibilities will include:

* Managing referrals into the service and ensuring move-on from the service within agreed timeframes.
* Supporting aspects of contract delivery, including meeting or exceeding KPIs and other targets
* Supporting all aspects of Health and Safety and housing management
* Supporting the completion of internal and external reports
* Supporting aspects of service finance, including budgets, management accounts, arrears and voids monitoring and reporting.
* Delivering staff inductions, recruitment, support, supervision, reflection and appraisals.
* Liaising effectively with statutory mental health services, including the coordination of joint support and risk planning
* Maintaining and monitoring infection prevention measures

**Responsible to:**

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

**Responsible for:**

* Mental Health Recovery Workers
* Bank/Cover Workers
* All staff employed in the project as well as volunteers, interns and students on placement.

**Significant Working Relationships:**

* BHT Sussex staff
* Sussex Partnership NHS Foundation Trust
* BHCC Housing Services
* DWP and Housing Benefit
* Integrated Care Board
* 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 office hours and out-of-hours rotas, to ensure the service maintains adequate staffing levels.
5. To assist the Operational Manager with the coordination of referrals, assessments, and move on from the project to minimise void loss.
6. To assist the Operational Manager with continual service improvement, including gathering and utilising feedback from stakeholders, clients, and staff.
7. To assist the Operational Manager with reviewing policies, procedures, and project-based risk assessments.
8. To assist the Operational Manager with reporting to commissioners, partner agencies and regulatory authorities, including annual and quarterly reviews/reports.
9. To liaise with relevant statutory and voluntary organisations, including DWP, Housing Options Team, Sussex Partnership NHS Foundation Trust, substance use services and other providers in the mental health accommodation pathway.
10. To assist the Operational Manager with all aspects of health, safety, and hygiene including clients, staff, office, communal areas, and client rooms.
11. To assist the Operational Manager in ensuring the efficient delivery of repairs / maintenance, and all other relevant housing management and tenancy related functions.
12. 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.
13. To assist the Operational Manager with developing and encouraging an empowering and person-centred approach in all aspects of service delivery.
14. To assist the Operational Manager with coordinating and conducting periodic audits of client support plans, risk assessments, and all aspects of health and safety.
15. To assist the Operational Manager in responding to feedback and complaints from clients, stakeholders, and/or neighbours.
16. To deputise for the manager in their absence.

**Staff Management:**

1. To be responsible for recruitment, induction, supervision and staff development.
2. To undertake line management responsibilities.
3. To undertake timely de-brief sessions with staff post-incident, and conduct preventative meetings to ensure the wellbeing of staff, including reflective practice sessions.
4. To be responsible for managing staff performance and development, including disciplinary issues and sickness
5. To arrange, attend, and facilitate team meetings, incorporating opportunities for reflective practice.
6. To undertake annual staff appraisals.
7. To facilitate opportunities for volunteers, interns and student placements within the service and to provide appropriate supervision structures to support these.

**Administration and Monitoring:**

1. To assist the Operational Manager in ensuring that efficient administrative systems are maintained accurately which support rent accounting, financial accounting, and all areas of housing management and support delivery.
2. 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.
3. To assist the Operational Manager with the implementation of effective means of monitoring and reporting the outcomes of the project.

**Financial:**

1. To assist the Operational Manager in ensuring that the financial resources of the service are used efficiently and purposefully.
2. To assist in the setting and monitoring of budgets, and to authorise expenditure within the budget and in accordance with BHT’s financial procedures.
3. To assist the Operational Manager with budget management, in accordance with BHT Sussex’s financial procedures and to monitor and report on relevant financial and performance targets.
4. To perform banking tasks such as petty cash audits and collection of cheques.

**General:**

1. To ensure that the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.
2. To participate in a management on call rota
3. 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.

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.