

JOB DESCRIPTION

Post: Deputy Service Manager

Location: Dereham Community Hub & Attleborough Community Hub

Reporting to: Service Manager

Responsible for: Team Managers

RESPONSIBILITIES OF THE POST

1) Principal purpose of the job role

The primary role of a Deputy Service Manager at Independence Matters is to take guidance and direction from the Service Manager to deliver outstanding services in accordance with legislation, regulatory standards and contractual requirements. You will ensure that both new business is successfully integrated, and new processes seamlessly embedded into service operations. You will ensure all Governance monitoring, reporting and actions are completed as required. You will achieve this through acting with integrity; value, respect and promote equality, diversity, dignity and inclusion.

You need to be prepared to work flexibly over a 7-day period, be willing to undertake training and personal development activities as required and be able to travel to different work locations

2) Context

Independence Matters provides a wide range of support services tailored to the needs of adults with learning and physical disabilities, young people in transition and older people, including people with dementia, and their families.

This role leads and directs a team of Team Managers delivering hub-based support services and is responsible for ensuring service levels are consistently high evidencing strong person centred outcomes for both staff & customers. You will also be responsible for ensuring that new business is integrated into the service in accordance with those high standards.

We expect our colleagues to have an understanding of the learning disability sector, to know about the challenges and realities people face and understand the outcomes Independence Matters is looking to achieve for our customers.

We expect people to be enthusiastic and effective at collaborating across teams, functions and service types so that people with a learning disability and their families receive the best joined-up outcome-based support they need. Leaders will be expected to challenge stereotypes and silo thinking to create an inclusive and equitable environment for staff and customers. People will know and love all that Independence Matters does, not just the work they do.

3) Key responsibilities of the role

The role has responsibilities that focus on two areas: quality and outcomes. Positive behavioural support and Relationships.

You will:

i) **Manage and co-ordinate day-to-day activities within the service.**

- Ensure that all services are delivered within the Independence Matters core values and in line with Independence Matters Policies and Procedures.
- Ensure that services are at a standard which meets and exceed standards set by commissioners, People using our services and their families.
- Promote the welfare and safeguarding children/younger people and adults through adhering to company policy and strategy and recognise and report trends.
- Work from direction of the Service Manager to communicate and implement business strategies.
- Deputise for the Service Manager as part of the leadership team to ensure business strategies are communicated and implemented locally.
- Be the Positive Behaviour Support lead for the service you represent.
- Work collaboratively with Team Managers and deploy staff in a way which maximises cost efficiency whilst meeting the demands of the people we support and their serviced based outcomes & learning
- Ensure Team Managers and you undertake administrative tasks as required e.g. in relation to staff records, management returns and maintaining records, as required.
- Liaise with external professionals, individuals and families as required to ensure that the needs of the people supported are reviewed regularly and plans developed so that we continue to meet their needs and embrace person centred outcomes for all.

ii) **Ensure good practice within services.**

- Implement and monitor quality assurance strategies and documents, actively promoting a culture of continuous improvement and outcomes for all.
- Drive quality to ensure service receives a 'Good' rating at minimum and non-registered services achieve good outcomes from any audits.
- Ensure that appropriate person-centred support arrangements are in place for each individual supported and reviewed. This is to include PBS support.
- Actively promote and support inclusion, ensuring that individuals are supported to participate in community, developing skills for life, encouraging socialising and positive relationships, education & learning opportunities, work, volunteering and/or apprenticeships, support with positive wellbeing according to their interests and wishes.
- Provide coaching and mentoring to Team Managers ensuring that they understand KPI's, outcomes and current legislation, policies and procedures.

- Ensure health and safety requirements are met within services and comply with Health & Safety Legislation.
- Ensure that effective referral protocols and practices are in place to enable speedy and positive responses are provided to meet new demands.

iii) **Management of teams and individuals**

- Contribute to the recruitment, appointment and induction of staff through effective use of Independence Matters Safer Recruitment Policy.
- Ensure Team Managers manage and support staff in line with Independence Matters Policies and Procedures, including supervision, absence management, disciplinary and grievance issues with Coaching and mentoring
- Promote the importance and working practices within the PBS framework for positive outcomes for all individuals that use the service.
- Promote and support effective team working through good communication and regular team manager meetings reporting on strong person-centred outcomes for individuals
- Identify individual and team learning and development needs and plan to meet these in conjunction with Team Leaders and learning and development staff.
- Line management responsibility for the staff within area of accountability.
- Provide strong leadership, including the ability to influence, motivate and inspire others.

iv) **To establish and maintain effective communication**

- Develop and maintain effective communication systems within the Support team and Team Managers
- Ensure regular team meetings are held communicating Independence Matters values, messages and outcomes for the service and individuals we support
- Ensure regular planning and person-centred reviews are carried out for all individuals supported ensuring we understand and are able to implement outcomes for all
- Ensure effective representation and joint working with Stake holders, families and individuals.
- Establish and maintain processes for facilitating new referrals, individual outcomes in a person-centred way
- Promote the organisation in a positive manner

Person Specification

Skills & abilities	Essential/Desirable
Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders	
• Good ICT skills and competency using Microsoft Office. • Demonstrate the ability to work on own initiative. • Flexibility regarding working hours to participate in an out-of-hours on-call rota (weekends and/or evenings). • Takes responsibility for their own development. • Initiative and confidence to make decisions. • Ability to work calmly, efficiently and accurately under pressure.	E E E E E E
Knowledge and experience	
• Proven experience of being a leader with evidence of coaching and mentoring others to achieve desired outcomes. • Relevant social and health care experience. • Evidence of change management and resilience building. • Evidence of ability to successfully communicate with a range of different audiences. • Understanding of Quality Assurance Frameworks for Registered and Unregistered services. •	E E E E D
Qualifications	
• Educated to GCSE level in Maths and English ore equivalent Level 2 qualification	D
• Health and Social Level 5 Diploma or equivalent qualification	D