

JOB DESCRIPTION	Essex Deputy Manager High, Medium and Low Services

1. Post Details

Post Title: Deputy Manager High/Med & Low Services,
 Location: Essex
 Salary Scale/Grade:
 Line Manager: Manager

2. Job Summary

Therapeutic optimism is at the heart of our work. Bridge believes that all service users with mental health problems can achieve and make positive changes to their lives as they move along their pathway of recovery. Essex Services supports service users with long term mental health needs to live valued lives within the community.

- The role of the Deputy Manager is to assist the Manager in the day to day running of the service and to deputise for the Manager in their absence.
- The principle tasks of this position are given below; however, they do not represent an exclusive or static list of responsibilities. From time to time the job description will be reviewed and amended to reflect the changes in demands of the work.
- To help integrate the service within the Bridge Support and the wider local services network.
- To assist in managing the service to support staff to assist service users to move on and progress along their individual recovery path
- To meet the needs of the 24hr, Medium and Low Essex Services across a 7 day week rota supported environment and you may be required to work different shifts patterns including weekends.
- To meet the needs of the service you will be required to carry out key work sessions with service users

3. Main Relationships

- 3.1 To support the Manager in the delivery of the service
- 3.2 To assist the Manager, plan the future development of the service
- 3.3 To develop and sustain positive working relationships with service users, staff, carers and partner organisations
- 3.4 To develop community links and to liaise regularly with a range of agencies and individuals
- 3.5 To establish and maintain effective working relationships with Essex County Council and Essex Partnership University NHS Foundation Trust (EPUT).

4. Main Duties

Services to Service users

Work with the Manager and deputise as appropriate to:

- 4.1 Ensure the service is move on and recovery focused
- 4.2 Understand the complex needs assessment and diagnosis of the service user group
- 4.3 Understand the medication management and interactions with illicit drugs and alcohol
- 4.4 Help institute professional methods which encourage service user's participation in the running of the service
- 4.5 Maximise the independence of individual service users along with their keyworkers within their abilities and wishes
- 4.6 Assist in assessment and care delivery, focusing on individuals with complex and enduring mental health difficulties
- 4.7 Identify gaps and unmet needs in current service delivery and provision
- 4.8 Ensure staff have a recovery approach to their work with service users, including but not exclusively:
 - Working with service users in an honest, non-judgemental and open manner, which respects the rights of the individuals and groups
 - Using Recovery Star tool to aid holistic approach to recovery
 - Ensure robust move on plans are in place for all service users
 - Ensure robust risk assessments are carried out, documented and reviewed regularly
 - Enable service users to take positive risks to achieve maximum independence
- 4.9 Ensure staff provide outcome focused support where applicable with specific emphasis on targets as set out within Bridge's outcomes framework for the service including but not limited to move on, crisis management and building resilience
- 4.10 Ensure the provision of a holistic, needs led service, which takes into account, physical, psychological, emotional, social and spiritual needs of individuals and groups
- 4.11 Work with staff team to monitor service user progress against support plan outcomes
- 4.12 Ensure high standards of practice from self and others within legal, ethical and professional parameters and openness to scrutiny from peers
- 4.13 Ensure staff team and service users are fully informed and familiar with all Bridge Support practice and procedures with particular reference to the User Involvement Policy, Policies and Procedures Review Policy, Health & Safety Regulations and Equal Opportunities Policy
- 4.14 Ensure staff team conduct face to face handovers on every shift change in line with Handover Policy and Process
- 4.15 Undertake 24 hour on-call out of hours cover across Bridge Services including evenings and weekends as part of the rota system.

Liaison

- 4.16 Ensure effective working relationships are maintained to provide a quality service
- 4.17 Maintain links developed with appropriate services, e.g. GPs, Social Services, Clinical and Community Mental Health Teams, Substance Misuse Services, Commissioners (where appropriate), leisure, educational or work activities
- 4.18 Work with staff to provide information and signposting to relatives and carers where individual service users have explicitly requested the input and involvement of significant people in their lives

Project Housing Management

Work with the Manager and deputise as appropriate to:

- 4.19 Ensure systems and processes are in place to manage the accommodation
- 4.20 Ensure accommodation complies with local authority Environmental Health and specified service standards
- 4.21 Manage schedule of health and safety checks in communal areas and in service users' rooms
- 4.22 Manage schedule of fire safety checks in communal areas and in service users' rooms
- 4.23 Attend regular liaison meetings with representatives of Essex County Council and EPUT.

Reporting

- 4.24 Complete reports as per the timetable set by Essex County Council
- 4.25 Assist Manager in data collection, report writing, policies and planning.
- 4.26 Ensure staff team complete outcome reports as per the internal timetable

Organisation Management

- 4.27 Work with the Manager in maintaining the high standards connected with planning and development, supervision and administration of the service.
- 4.28 Be proactive in maintaining links with external agencies in order to ensure effective service for all
- 4.29 Assist Manager with managing referrals and assessment procedures and practices to determine service user eligibility for Bridge services
- 4.30 Assist Manager with managing staff rota, take responsibility for monitoring staff whereabouts and complete monthly payroll returns
- 4.31 Assist in the induction of new staff across Bridge
- 4.32 Assist Manager in ensuring staff team maintain all written records with up-to-date, clear, comprehensive and appropriate information in line with Bridge policy
- 4.33 Assist Manager in ensuring staff deliver on their responsibilities as described by their job roles and performance objectives
- 4.34 As agreed with the Manager provide regular supervision for members of staff and facilitate team meetings
- 4.35 Attend supervision with Manager, psychological team debrief with Bridge's contracted provider and Managers' meetings
- 4.36 Regularly review service budget with Manager
- 4.37 Ensure that all complaints and compliments are dealt with according to Bridge Support Policy
- 4.38 Maintain up to date and accurate data and information as required both by Bridge Support and funders e.g. Outcomes reports
- 4.39 Ensure information records regarding staff, sickness, absenteeism, annual leave, supervision, etc., are maintained according to procedure and submitted within the required timeframes

5. General Terms of Reference

- 5.1 Ensure the implementation of the Diversity and Equality policy statement
- 5.2 Comply with Health and Safety policies and procedures
- 5.3 Ensure the implementation of the policies and procedures
- 5.4 Contribute to strategic direction of Bridge
- 5.5 Continue to develop professionally, participate in organisation wide training and take responsibility for self-directed learning specific to service user groups and nature of the work
- 5.6 Carry out other relevant duties, commensurate with the nature and grade of the post, as required.

Bridge Support	PERSON SPECIFICATION DEPUTY MANAGER HIGH, MEDIUM AND LOW SERVICES
ESSENTIAL	DESIRABLE
• Good level of maths and written English • Experience of working with people with Mental Illness and/or complex needs and substance and alcohol misuse. • Experience in supervising/line managing staff with an awareness of good practice in staff supervision or recent completion of an appropriate training programme.	• Experience in Service Management • NVQ Level 3 Management or equivalent
• Good standard of office administrative practices and procedures • Able to develop good working relationships with service users, colleagues and external agencies • Ability to maintain a positive approach and to motivate the staff group in a challenging environment • Ability to support and offer guidance to the staff team and promote effective communication • Ability to take and act upon decisions within the framework of the line management system • Ability to liaise appropriately with external agencies and to represent the organisation in a positive professional manner at all times • Experience and ability to identify and manage high risk behaviours and liaise appropriately with the Multi-Disciplinary Team and external agencies • Ability to work with the Multi-Disciplinary Team to identify support needs of service users and ensure that these are communicated to the wider staff team	
• Ability to plan, manage and prioritise a high workload to meet deadlines • Excellent communication skills – written and oral and negotiation skills	

• Good organisational skills • Budget management experience • Able to show initiative • Attention to detail and accuracy • Unwavering commitment to confidentiality	
• An excellent understanding of equal opportunities best practice and the implications in managing service delivery	
• Commitment to Bridge values and ethos • To continue professional development • Able to self-manage and prioritise • Willing to be flexible and respond to priorities, as required • Willing to undertake training, as required. • Health & Safety practice	