

Post: Deputy Team Manager

Delegated Authority: Level 6

Team: Redbridge Floating Support Service

Responsible to: Team Manager

Responsible for: Support Workers, Support Assistant

Job Purpose:

The Redbridge Generic Floating Support Team is funded by the London Borough of Redbridge to provide flexible housing-related support across all tenures; it aims to enable service users to continue to live independently within their own home, regardless of tenure type.

The service is delivered in a manner that is respectful of service user's racial, cultural and/or religious backgrounds and respects individual dignity. The support provision complements a wider overall network of support and care for service users, working closely with other professionals to maintain independence and prevent dependence on more expensive forms of care.

The Deputy Team Manager will support the management team to ensure that all aspects of the service are delivered to the highest standards and are fully compliant with both SHP's organisational values and contractual requirements. This includes working within a strengths and recovery framework, ensuring that the needs and aspirations of the clients are at the centre of the support planning process and that all aspects of the service reflect current good practice.

The DTM will assist in leading a team providing high quality support to vulnerable people living in mixed tenure accommodation, to prevent tenancy breakdown, support through resettlement, improve quality of life and promote independence.

He/she will also help ensure that an effective, customer focused service is delivered and targeted to meet the needs of the identified client group.

Key Accountabilities

1.0 SERVICE DELIVERY AND DEVELOPMENT

- 1.1 To ensure that services are provided in line with the service specification.
- 1.2 To maintain a range of referral sources for the service and ensure that appropriate processes are in place for the referral and assessment of client needs.

- 1.3 To actively direct team members in ensuring the service operates effectively, that codes of professional conduct are adhered to and that all staff maintain high quality standards of work practice.
- 1.4 In conjunction with the Regional Service Manager (RSM) and Team Manager and Team Manager, to facilitate a programme of continuous improvement in an environment where clients are supported and have access to resources they need in order to achieve positive and sustainable outcomes.

2.0 SERVICE UTILISATION

- 2.1 To take direction from the RSM regarding processes related to the management of the referrals into scheme and assessment of client needs.
- 2.2 To ensure that all referrals are assessed and accepted / rejected in line with policy and procedure.
- 2.3 To oversee referrals ensuring that they meet the criteria and service specification.
- 2.4 To ensure that referral agencies are aware of the service and its selection criteria.
- 2.5 To be led by the RSM and Team Manager in overseeing throughput and utilisation targets as detailed in the service specification and be responsive to the priorities of the commissioners.

3.0 QUALITY AND MONITORING

- 3.1 To actively direct the teams day-to-day work load to ensure that service users receive a consistent, high quality and responsive service
- 3.2 To help produce regular and timely monitoring and evaluation reports and ensure that accurate information about activity is provided to maintain the service database and fulfil monitoring requirements meeting the deadlines imposed.
- 3.3 To compile reports about the service or specific areas of activity as required.
- 3.4 As directed by the RSM, to contribute to organisational and statutory monitoring and reporting within set deadlines.

4.0 PROMOTING INCLUSION AND PARTICIPATION

- 4.1 To promote inclusion and to develop the staff team around the core service provision including offering support and guidance around income maximisation, social activities, education and training and health improvement.

- 4.2 To work alongside the RSM and Team Manager to encourage and facilitate user participation and feedback on the service through a variety of means and to ensure that information captured results in change and service improvements.
- 4.3 To build and develop community links for the scheme to ensure that there is a broad range of services that service users can access.
- 4.4 To ensure that staff members are working actively with clients in engaging with activities available within SHP and the wider community.

5.0 PARTNERSHIP WORKING

- 5.1 To proactively liaise, communicate and negotiate with internal and external specialists and external agencies in order to maximise client support services, resources and funding.
- 5.2 To demonstrate effective multi-agency working - which benefits both SHP and our clients.
- 5.3 To represent the service and the organisation as a whole via attendance at relevant meetings and forums.
- 5.4 To work effectively with SHP staff in other teams to ensure best practice is identified and shared.

6.0 LEADING THE TEAM AND TEAM WORKING

- 6.1 To assist the service manager in ensuring that all services operate effectively, that codes of professional conduct are adhered to and that all team members maintain high quality standards of work practice.
- 6.2 In partnership with the Team Manager and RSM, to identify and implement flexible approaches of working with the client group, in order to best promote and advance their progress.
- 6.3 To share the provision of individual supervision for team members in relation to their work and carry out formal appraisals, ensuring that targets set are monitored and reviewed in line with policy.
- 6.4 Assess training and development needs and ensure that identified needs are met within budgetary constraints.

7.0 SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- 7.1 To ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
- 7.2 To ensure that staff fulfil their duties in protecting colleagues and service users from any form of harm in line with SHP Procedure.

- 7.3 In conjunction with the Service and Team Manager to act as point of reference for safeguarding concerns within the borough.
- 7.4 To deliver local training for the staff teams around safeguarding best practice.

General Management

8.0 PEOPLE MANAGEMENT

- 8.1 To ensure that staff, peer mentors and volunteers are managed, valued and developed in line with relevant policies and procedures so that they function as a high performing team and are developed and encouraged to fulfil their potential.
- 8.2 To ensure that staff absence is managed in line with procedures and, in particular, annual leave and other leave and sickness policies.
- 8.3 To support good team communication and morale and actively support the Service and Team Manager in ensuring that any conflict that arises, is managed supportively and in line with relevant policies and procedures.
- 8.4 To take part in a duty system.

9.0 FINANCIAL MANAGEMENT

- 9.1 To adhere to and ensure staff adherence to financial procedures at all times.
- 9.2 To support the RSM in ensuring that the service represents value for money and operates within budget.

10.0 RISK MANAGEMENT

- 10.1 To actively support the Service and Team Manager in the appropriate management of client, visitor and occupational health related risks.
- 10.2 To ensure all clients have an up to date risk assessment, which protects the individual, the wider community and staff and identifies the risk clearly and outlines an effective plan for risk management.
- 10.3 To ensure that staff undertake necessary risk management training and understand their responsibilities within SHP's procedural framework.

11.0 HEALTH AND SAFETY

- 11.1 To ensure the safety of self and colleagues through understanding of SHP's Health and Safety procedural framework and safe working practice.
- 11.2 To ensure that staff and volunteers are aware of and fulfil their responsibilities within SHP's Health and Safety procedural framework.

have completed the required training and adhere to organisational policy and procedure at all times.

- 11.2 To ensure that all service risk assessments are reviewed and updated at regular intervals in line with organisational policy and procedure.

12.0 INFORMATION SECURITY & DATA PROTECTION

- 12.1 To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.

13.0 MISCELLANEOUS

- 13.1 To undertake reasonable additional tasks and responsibilities as directed by the RSM.

Technical and Professional Know-How required for Effective Performance

Knowledge

- An in-depth understanding around the necessity of Needs Assessing, support planning and goal setting with vulnerable adults.
- A high level understanding of the range of issues facing social care and creatively coming up with innovative solutions to work within limited resources.

Experience

- Experience of working in partnership with statutory and voluntary specialist agencies in order to establish or improve services for clients.
- Experience of managing complex and difficult situations in relation to the provision of service to people presenting with a varied range of presenting needs such as mental health, substance use, dual-diagnosis, personality disorders, physical disability, learning difficulties and a wide range of other support needs and the agencies that work with them.

Skills

- The ability to develop the skills of others, to motivate and manage a quality service, committed to achieving excellence.
- Ability to be self motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required ▪ Collects the information required to solve the problem ▪ Draws upon and learns from previous experiences of self and others ▪ Organises the information in a logical way 	1
	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions ▪ Breaks down problems into their parts, identifies cause and effect ▪ Makes accurate deductions ▪ Evaluates whether arguments or cases are complete or sound ▪ Challenges incorrect information or discrepancies ▪ Reflects on what they've done and learns from it 	2
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines ▪ Do what they say they are going to do ▪ Prepares properly for meetings and events ▪ Complies with defined policies and procedures ▪ Understands the need to evidence what we do ▪ Completes paperwork and reports in line with standards 	1
	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do ▪ Do things before they need to be told ▪ Find solutions for themselves ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures 	2
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done ▪ Sets clear priorities for work ▪ Shows good attention to detail; checks work for accuracy ▪ Keeps files and other paperwork up to date ▪ Knows where to find things ▪ Meets targets and deadlines 	1
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards ▪ Plans work and projects, sets clear milestones ▪ Monitors progress and takes action where performance deviates from plan ▪ Juggles several tasks and projects at any one time without letting any drop 	2

<p>Team Work</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help ▪ Owns their decisions and does not pass the buck ▪ Actively contributes to team meetings ▪ Shares knowledge and ideas with colleagues ▪ Actively supports other teams across SHP ▪ Promotes SHP as an organisation inside and outside the organisation 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team ▪ Emphasises the strengths of the team and builds on them ▪ Offers support and coaching when required ▪ Proactively identifies and manages conflict within the team ▪ Takes collective responsibility for team actions and decisions ▪ Represents the team positively to others in SHP 	2
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively ▪ Checks that they have been understood ▪ Speaks to people in a respectful and courteous manner ▪ Respects and takes into account cultural differences ▪ Uses appropriate body language ▪ Writes clearly and concisely ▪ Uses appropriate methods of communication 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest ▪ Makes every effort to put people at their ease ▪ Is a good listener; gives people time ▪ Takes time to tune into what others are really thinking and feeling ▪ Is very aware of their own emotions and feelings and how these impact on others 	2
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<ul style="list-style-type: none"> ▪ Is self aware ▪ Takes time to reflect on actions and behaviours and learn from them ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work ▪ Is aware of their own strengths and areas for development ▪ Takes responsibility for their own learning 	1
	<ul style="list-style-type: none"> ▪ Is assertive and self confident ▪ Presents self in a confident manner ▪ Raises issues in a constructive way ▪ Able to make clear decisions and act on them ▪ Remains calm and self controlled in challenging situations ▪ Acts decisively and appropriately in a crisis 	2

<p>Leadership</p> <p>(The ability to motivate, develop and inspire others.)</p>	<p>Acts consistently with staff</p> <ul style="list-style-type: none"> ▪ Sets and communicates clear targets and expectations to staff ▪ Is approachable and shows genuine concern for others ▪ Makes sure that staff have the information that they need to do their jobs ▪ Monitors staff performance ▪ Deals with poor performance in a timely way. ▪ Interprets policies and procedures in the same way as other managers ▪ Acts in line with SHP values 	1
	<p>Encourages and develops others</p> <ul style="list-style-type: none"> ▪ Helps others to see what they can achieve and how they could develop ▪ Recognises and builds upon others strengths and expertise ▪ Praises individuals and the team for a job well done ▪ Gives constructive feedback, both positive and negative with evidence ▪ Encourages others to state their views and contribute to the team ▪ Shares problems with the team and asks for their input ▪ Recognises when the team or individual is stuck and works with them to find a way forward 	2
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own ▪ Recognises that SHP exists to provide a service to our customers 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it ▪ Establishes effective working relationships with other agencies to meet customer needs ▪ Knows when to refer on to other agencies 	2
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements ▪ Is willing to learn and to take on new skills ▪ Offers constructive alternatives if they disagree with a change 	1

	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way ▪ Comes up with creative solutions and ideas ▪ Seeks new ways of working in partnerships ▪ Asks for others ideas on how changes and new ideas can be implemented ▪ Looks for new opportunities for promoting SHP 	<p>2</p>
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