

Post Title	Deputy Director of Services
Responsible to	Director of Services
Purpose of Post	To help manage, shape, and develop SCT's services, including all aspects of our Therapeutic Programmes, Supported Housing Team, Training and Development, Housing First provision, and emerging women's and community-based services. To set a positive management culture in line with SCT's ethos, values, and mission. To assist with the day-to-day administrative functions within services, including online monitoring and evaluation, HR, and financial management. To help ensure residents in SCT's accommodation are secure and maintain their tenancies in line with therapeutic practices. To assist and deputise for the Director where necessary.
Salary	£40,777 - £48,984
Benefits	25 days annual leave (increases with length of service), plus bank holidays, 5% employer contribution pension, generous sick leave provision, BUPA Employee Assistance Programme and Health Insurance cash plan (up to £600 pa towards medical costs), season ticket loan, cycle to work scheme
Hours	35 hours per week
Location	SCT services, East London
Line management	Training & Development Team (currently 3.6 fte across 6 individuals) Other Services managers as agreed with the Director of Services Community Navigators (posts in development) Co-production Lead (post in development)

Introduction:

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community supports, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

Our 'SCT in the Community' strategy seeks to make SCT's core offer combining enterprise, housing support, therapeutic support, training and development more available to all the neighbourhoods where we have a presence. SCT's shops are great opportunities for local people to connect with SCT in many different ways, build relationships, participate and celebrate their gifts. This is an approach we are really keen to develop alongside our accompanying strategy to develop our an 'SCT Women's Service' to provide residential treatment for women.

Role and Responsibilities:

The Deputy Director of Services provides the vital management of a blend of an established and developing range of multi-disciplinary community supports and services including signposting and referrals, working across SCT services and with SCT retail teams and community partners. This includes a focus on the proactive and flexible support of a range of people in the community with housing needs and experiencing addiction issues. Incorporating principles and practices of prevention, co-production and community engagement to help build resilience on issues relating to homelessness and addiction, including collaborative partnerships in the local communities and neighbourhoods where SCT has a presence. The Deputy Director of Services plays a key role in helping to develop and drive continuous quality improvement systems across the SCT services offer.

Service Development and Delivery

- Support in assessing and prioritising evidence-based development of SCT's services in line with best practice, and according to principles of continuous quality improvement
- Help drive the development and co-production of SCT's services, creating pathways so that people in recovery may benefit from SCT's services
- Participate in formulating proposals, plans and reports to support service development and delivery
- Work closely with service managers to ensure that services are delivered to the highest standard, and according to SCT models including being trauma-informed and co-produced
- Ensure compliance with SCT's client-specific data systems (e.g. In-Form) for monitoring and evaluating purposes, including adherence to all relevant regulations, e.g. GDPR
- Ensure consistent integrative therapeutic practice across all our services
- Help ensure residents in SCT's accommodation are secure and that their tenancies are maintained as part of the integrative therapeutic practice
- Help ensure that risk management systems (including health and safety, fire safety, safeguarding, etc.) are observed and maintained
- Assist with the oversight of services-related property repairs, maintenance programmes, and related compliance
- Support the development, implementation, and review of SCT's services budgets, including Housing Benefit, compliance with funders' requirements, and growth of funding streams and opportunities
- Work collaboratively with SCT Fundraising, Communications and Marketing colleagues to help secure opportunities for continuation, improvement and growth, helping ensure SCT services deliver against agreed outputs and outcomes for funders.

Staff Management

- Responsible for the day-to-day management of services staff and teams as agreed with the Director of Services, ensuring that they strive to deliver operational excellence
- Undertake regular supervision, and annual appraisals ensuring the delivery of high-quality services, professional development, and achievement of key objectives
- Management of internal, outsourced and freelance individuals in delivering high quality services
- Support an environment that enables others to achieve their objectives and develop their skills
- Contribute to the development of a services-specific training plan, based on staff development needs, in conjunction with the Director of Services and HR Manager
- Help ensure that volunteers' strengths and needs are identified and that effective systems are in place and adhered to for the recruitment, management, training, and retention of volunteers in consultation with the Director of Services and the HR Manager
- Promote team building, with open and clear communications, cooperation, and appropriate networks of support for staff
- Help ensure services staff are aware of relevant legislation and are aligned with SCT's culture.

Continuous quality improvement

- Promoting continuous quality improvement in services-specific systems and processes in liaison with services colleagues and users of services; including coordination, preparation and associated administration relating to service-delivery, accreditation, review, and relevant quality mark compliance
- Ongoing development of underpinning service quality structures
- Helping to ensure that service development is informed by emerging trends, research, and best practice
- Responsible for development and quality management of services-specific policies and procedures, involving key stakeholders in the quality management cycle and according to the strengths-based and Recovery Capital ethos of SCT, adapting and varying approaches to maximise engagement
- Ensuring services-specific policies and procedures comply with relevant policies, regulations, and legislation related to homelessness, addiction, and related issues.

Training and Development

- Oversee and co-ordinate a rolling programme of practical and therapeutic sessions for students, residents, and others with whom SCT engages in the wider community, in close liaison with SCT's team of tutors including for example art, creative writing, digital skills, gardening, literacy and woodwork, as well as the ongoing development of SCT's peer led CHOICES groups
- Oversee and support the SCT Progressions Worker in the ongoing development and delivery of an ETE programme for SCT students, residents, and others with whom SCT engages in the wider community
- Work collaboratively with managers and team members across SCT in the ongoing development and improvement of SCT's Training and Development offer.

External Relationships

- Develop, maintain, and strengthen our network of professional relationships to inform, develop, promote and maximise impact of SCT's services
- Help publicise and promote the work of SCT, to prospective referring agencies and maintain good on-going relationships with them
- Establish stronger referral pathways to, through and from our services and ensure that the progression of clients is adhered to in line with the agreed timetables across all departments
- Nurture and maintain partnerships with relevant providers to offer diverse opportunities to users of services and those with whom SCT engages in the wider community.

Governance & Compliance

- Support the Director of Services in preparing and presenting papers to SCT's Board of Trustees, and relevant committees
- Maintain up-to-date knowledge of relevant legislation and guidance and help ensure compliance.

This job description is not meant to be exhaustive. It will form the basis of objective-setting in performance management reviews and will be reviewed regularly. This job description may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the contents will be used as part of a performance development review.

Person Specification:

	Essential	Desirable
Skills and Experience	<ul style="list-style-type: none"> • Significant operational management experience in addiction recovery, homelessness and/or related fields. • Significant experience of managing and coordinating teams effectively, including: provision of day-to-day management, supervision and appraisal, and fostering a culture conducive to professional development. • Experience of developing budgets and managing work within a budget. • Experience in developing new and innovative services and/or community initiatives. • Experience of developing and supporting feedback, consultation and co-production processes and cultures in service development, design and review. • Good track record in nurturing partnerships and collaborating with community partners, stakeholders, and funders to develop and promote new services, collaborative working and referral pathways. • Knowledge of risk management systems, health and safety protocols, and quality assurance processes in order to maintain the safety and integrity of services, ensuring compliance with relevant, policies, procedures and accreditation regimes whilst ensuring service delivery aligns with organisational values and objectives. • Familiarity with client-specific data systems for monitoring and evaluating purposes, such as GDPR-compliance. • Experience of accurate data collection, analysis and reporting to support decision-making and demonstrate outcomes to funders. • Ability to determine priorities, set realistic timescales and organise own time effectively • Ability to think, plan, and develop services strategically • Ability to work on your own or as part of a team in order to deliver objectives • Proven track record of working in the voluntary sector • Good IT skills and experience of MS Office suite of applications. 	<ul style="list-style-type: none"> • Knowledge of evidence-based practices and continuous quality improvement principles and systems. • Up-to-date knowledge of relevant legislation and innovations. • Knowledge of monitoring and evaluation systems • Ability to analyse, interpret and communicate qualitative and quantitative data • Understanding of governance structures, including experience of preparation and presentation of reports to Boards of Trustees.

<p>Cultural Indicators</p>	<p>Delivering results</p> <ul style="list-style-type: none"> • Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. • Makes effective, data-driven decisions. <p>Role model / leading by example</p> <ul style="list-style-type: none"> • Is an inspiring role model for others, building trust and living our vision, mission and principles and delivering our services accordingly. <p>Continual improvements</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and embraces change and innovation. <p>Effective communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them. <p>One team</p> <ul style="list-style-type: none"> • Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise.
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