

JOB DESCRIPTION

Title:	Deputy Service Manager
Reports to:	Service Manager
Contract:	Fixed term until 31 st March 2025 with potential to extend
Hours:	Part time (14hrs per week). You will be required to work weekends, evenings, late nights and day time hours.
Salary:	£14,400 (14hrs per week)
Line Management:	Yes
Location:	Flexible (expectation of working in Hammersmith and Fulham, Ealing, Hounslow and Spelthorne)

Job Purpose

This role is a job share with another Deputy Service Manager. Both Deputy's will be responsible for equally sharing duties. This role sits within our adult services, across Hammersmith, Fulham, Ealing, Hounslow and Spelthorne.

You will be working directly with the Service Manager and be responsible for assisting with the operational delivery and service development, of a portfolio of services. Namely:

- Safe Space Community
- Safe Space ED
- Hounslow Helpline
- Nova Roots (Forensic Community Hub)
- Spelthorne Prevention Hub

The Role

The role of the Deputy Service Manager will be to work closely alongside the Service Manager and assist with the operational delivery of a portfolio of services. You will be there to support the rest of the team in delivering interventions on a one-to-one and group basis. The role will also involve triaging and assessing all clients accessing the service, signposting and delivering collaborative self-management plans with clients to improve mental wellbeing. The role will also include line management and supervision of Team Managers and supervision of Support Workers within the service. In addition, you will be responsible for deputising for the Service Manager in their absence. You will also be expected to provide on-call advice.

Key Responsibilities

- Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities.
- Guiding the team, supporting the team managers in responding to referrals and planning each shift in terms of staffing, activities and case allocation
- Understanding of risk and risk management
- Understanding safeguarding adults and children processes and legal requirements
- Understanding of safety planning and de-escalation
- Experience of working with challenging behaviour

- Working collaboratively with clients to understand their needs and developing flexible and realistic crisis support packages/person centred plans
- Promoting people's rights and responsibilities
- Considering each person as an individual
- Listening to clients and encouraging positive steps towards self-management of crisis and recovery
- Providing advice, information, practical and emotional support to clients
- Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g. CATT, Emergency Duty Teams, CMHTS, etc
- Engaging with clients to show empathy, inspire hope and promote recovery
- Establishing supportive, empowering and respectful relationships with clients and carers/ family
- Maintaining accurate records, detailing interventions
- Ensuring that outcomes, outputs and impact are recorded
- Understanding CQC standards and NICE guidelines around mental health
- Providing administrative support to the team
- Attend reflective practice, clinical supervision, peer supervision and line management supervision
- Create and maintain good working relationships with partner agencies
- Follow workplans and support the team in following these plans
- Actively participate in training and development
- Provide guidance to support workers and volunteers
- Direct line management of team managers
- To work with service managers and assist with reporting and monitoring

Dimensions and limits of authority:

1. In the absence of the Service Manager be responsible and accountable for the delivery of high-quality services
2. In the absence of the Service Manager act as a point of contact for stakeholders
3. In the absence of the Service Manager be responsible for the overall management of the staff working in the service

Person Specification

- Minimum of 1 year working in mental health services and with clients experiencing mental health distress and crisis
- Experience of line management within a mental health setting
- Experience of de-escalation
- Experience of managing challenging behaviour and dealing with clients with complex needs
- Evidence of continual professional development
- Understanding of the Recovery Model in mental health
- Understanding of the principles of trauma informed care
- Understanding of suicide prevention and safety planning
- Experience of managing safeguarding risks and understanding legal requirements for safeguarding adults and children
- Understanding of how to report and mitigate risks

- Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing
- Understanding of relevant legislation and policies
- Understanding safeguarding adults and children processes and legal requirements
- Awareness of issues in mental health service provision
- A good understanding of mental health conditions
- Experience of working with vulnerable individuals
- Creative and flexible approach to working with individuals
- Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations
- Ability to prioritise and manage workload
- Ability to involve clients and carers in all aspects of work
- Empathy and non-judgemental approach
- Good communication skills
- Capacity to work within an agreed shift pattern
- Experience of delivering information and advice (housing, benefits, debt etc)
- Experience of non-clinical, therapeutic interventions like psychoeducation
- Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information and produce reports
- Understanding of different databases such as Views, Salesforce
- Car driver with sole ownership of a vehicle and willingness to travel to locations would be desirable.
- Ability to work out of hours and on weekends

We are an equal opportunities employer; and are proud to employ a workforce that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.

Post is subject to an enhanced DBS check