

**JOB DESCRIPTION**

## Job Title:  HASS Deputy Manager

## Department: Operations

## Reporting to: Service Manager

**1. JOB SUMMARY**

* Effectively manage transitions in and out of the service.
* Establish joint working with local community-based services.
* Assist Service Manager by providing day to day management of the service.

**2. LOCATION**

* The post holder will primarily be based at Canning Street.

**3. SUPERVISORY RESPONSIBILITY**

* To jointly provide line management to a team of staff including relief staff and student placements.

4. **MAIN DUTIES**

* To work closely with other partners in the pathway to identify and prioritise offenders from within the OPD pathway who would benefit from the service.
* To work with offenders eligible for the service prior to and at the point of transition into HASS in order to equip them with the skills and confidence to move on into the HASS Service.
* To process referrals in a timely manner in collaboration with appropriate partners from within the pathway to ensure that the transition into the service is planned and smooth. To be actively involved in risk assessment and management and identify support needs during transitions.
* To work closely with others on the pathway to ensure that interventions are guided and delivered with reference to a shared psycho social care formulations which involves key decisions making and plans to address risks and complex needs as part of an individual pathway.
* To ensure there is a formulation based approach within the service and all staff working within the service consistently adopt this approach. To establish a referral/assessment process which will encompass this model.
* To ensure all staff are well supported by establishing regular support structures including: team meetings, appraisals, management supervision and externally facilitated group supervisions using the Cognitive Analytical Therapy Approach.
* To work alongside Head of Service to recruit suitably qualified and experienced staff and ensure there are adequate staffing levels to maintain quality standards at all times.
* To ensure the service model and service aims are clearly identified including relational approach and boundaries. To ensure staff are trained and appropriately supported and supervised to carry out their role. To offer guidance and advice and check quality of support planning and risk management routinely in accordance with ongoing monitoring processes.
* To take responsibility for working with residents and local community based services to develop on site programmes to develop skills and raise awareness.
* To strengthen relationships with Third Sector providers and encourage where appropriate access to voluntary sector, drug, alcohol and mental health services offering peer support; education and training; group work and specialist employment services.
* To ensure staff team support residents to access universal services including, welfare benefits; housing advice and debt management services.
* To enhance opportunities for accommodation to be secured by working closely with registered social landlords; private landlords; Imagine’s housing department and care co-ordinators with access to supported housing and using Property Pool.
* To actively develop and maintain close links with key partners including Resettle; Probation; Crosby Housing Association; NHS England Commissioners and NOMS commissioners to develop and maintain close working links with other parts of the OPD Pathway.
* To ensure there is a good record keeping by auditing residents records; person centred plans; daily contacts; risk assessments and risk management plans.
* To support Service Manager with Medication Management
* To Support Service Manager with achieving Enabling Environments Award
* To support Service Manager with all elements of operational management including: recruitment, selection, staff training, managing poor performance, absence management.
1. **GENERAL DUTIES**
* To treat all people with dignity and respect.
* To promote an environment free from bullying, harassment and intimidation.
* To take responsibility for own health and safety and that of tenants and to report areas of risk to the Registered Manager.
1. **REQUIREMENTS**

***All employees are expected to:***

* Act with integrity at all times and with a proactive professional manner.
* Ensure that principles of quality are included in all aspects of work.
* Always be responsive to client and partner priorities.
* Adhere to all Imagine policies and procedures at all times.
* Demonstrate working within the organisations objectives
* Comply with safeguarding, health and safety and any other statutory regulatory requirements
* Undertake any other tasks which may be requested from time to time by the organisation
* Safeguard all organisation property or privileged knowledge.
* Meet targets and objectives as set by the line manager.
* Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.
1. **TRAINING and DEVELOPMENT**
* Commitment to continuous personal development and participate fully in relevant training and learning.
* Attend and participate in staff meetings.
* Attend and participate in regular supervision and an annual personal review.
* To contribute to the learning of other staff.
1. **EQUAL OPPORTUNITIES**

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

1. **CONFIDENTIALITY**

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager.

*Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the Manager. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.*

*Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

When completing your application form please bear in mind that short listing will be undertaken against the evidence presented by you of how you meet the essential criteria detailed in the person specification**.**

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| **PERSON SPECIFICATION** **Support Worker (Supported Accommodation)** | **Essential/Desirable** | **Method of Assessment** |
| **Qualifications**1. Minimum NVQ level 3 Health and Social Care or equivalent
2. Relevant Management Qualification
 | **E****D** | App form/interviewApp form/interview |
| **Experience**1. Experience of working with Offenders/or people with complex and multiple needs including people with a Personality Disorder diagnosis.
2. Experience of managing Social/Health Care Services.
3. Working with multi agency/multi-disciplinary teams.
4. Experience of working therapeutically with people described as having multiple and complex needs.
5. Experience of processing referrals including conducting assessments/formulating risk management plans/ identifying support needs.
6. Experience of managing transitions in and out of services.
7. Working in community based services.
8. Working within a psycho social model
9. Supporting people to secure and retain accommodation
10. Group work
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| **Skills & Abilities**1. Therapeutic skills relevant to address the range of survival and coping strategies service users may use eg) self-injury/development of chaotic relationships/substance misuse/offending behaviours/underlying causes of mental distress.
2. Person centred planning skills
3. Ability to assess and manage risk using risk assessment tools
4. Ability to communicate with a wide range of professionals from partner organisations
5. Good organisational and planning abilities
6. Excellent inter personal skills
7. Excellent written and verbal communication skills
8. Ability to prioritise, delegate and organise own and others workloads.
9. To act calmly in emergencies and respond professionally to distress, disturbance and unpredictable and challenging behaviour
10. Management skills including supervision/performance management/staff welfare
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| **Knowledge**1. Knowledge of Personality Disorder Pathway/NHS/NOMS Offender Personality Disorder Strategy 2011/2015.
2. Understanding of Mental Health Act/ mental Health Capacity Act requirements.
3. Understanding of recovery principles of drug and alcohol.
4. Person centred planning processes.
5. Risk assessment and risk management processes.
6. Knowledge of Cognitive Analytical Therapy Model.
7. Knowledge of providing housing related support.
8. Pro social environment.
9. Relational security/psychologically informed environments
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| **Personal Attributes**1. Reliable and Trustworthy
2. Flexible and responsive
3. Non- judgemental
4. Resilient
5. Positive
6. Confident and self-aware
7. Keen to develop skills
8. The ability to remain boundaries
9. The ability to reflect on the emotional responses and challenges of working with this client group
10. Willingness to make use of learning and clinical/management supervision offered
11. Interest in ad commitment to working as part of a wider OPD pathway
12. Commitment to working in partnership to best meet the needs of this complex group of service users
 | **E****E****E****E****E****E****E****E****E****E****E****E** | App form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interview |