

Job Profile

Position Details	
Post	Deputy Service Manager
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/Mulberry Junction
Reports to	Mulberry Junction Manager
Grade	P02
Job Family	To be completed by HR

Role Purpose
<p>As a Deputy Manager you will:</p> <ol style="list-style-type: none">1. Ensure the smooth day to day management of the Covid-19 emergency accommodation service Finsbury Park Travelodge and flexible support to Osbourne Grove service providing high quality, rapid assessments, accommodation and move on to those who are homeless or rough sleeping.2. To support, motivate and manage Project Workers and develop a high performing team.3. To contribute actively to delivery of the Council's Homelessness and Rough Sleeping Strategies (2018-2022), by supporting people to secure positive housing, health and community outcomes by enabling rapid exit from street homelessness. <p>You will also be working in partnership with a multi-disciplinary team of statutory and voluntary services and practitioners to ensure people accommodated during the Covid-19 pandemic achieve positive health, housing and social outcomes.</p>

Main Responsibilities
<ol style="list-style-type: none">1. To create, review and implement workable staff rotas that ensures the provision of a 24/7 service at Osbourne Grove and Finsbury Park.2. To provide advice and assistance to project workers in day to day case work to ensure they are undertaking high quality casework in a timely manner.3. To model and share good practice in move-on planning, relational support approaches, incident handling, risk management and trauma-informed practice.4. To maintain a high level of knowledge, experience and skill of homelessness issues and housing options and working with clients with complex needs.5. To share responsibility for rapid move on including overseeing all cases, leading on complex long stay cases and organizing case conferences where required.6. To be responsible for evaluating staff performance, including probationary assessments, performance appraisals and sickness absence procedures in line with Council's policies.7. To provide regular support and supervision of staff.8. To keep accurate records of staff, leave and sickness.

9. To promote learning, development and identify staff training needs for supervisees and make recommendations for the team and individuals.
10. To ensuring that monitoring and evaluation regularly takes place and that statistics are kept up to date.
11. To ensure that internal policies and decisions made by the team are observed and followed through.
12. To engage partners in facilitating move on and to hold case conferences for clients where appropriate.
13. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
14. Ensure accurate recording and management of information about service users, activities and outcomes to support monitoring and evaluation of services.
15. To identify and appropriately apply relevant safeguarding, domestic violence and health and safety policies as they apply to the personal circumstances of those accessing services.

Generic Responsibilities	
1.	To ensure all the policies and procedures are in place for the effective running of the Travelodge Service and Osbourne Grove.
2.	To ensure that financial procedures are maintained at all times in accordance with the Councils procedures.
3.	To keep accurate records and statistics on referrals, client demographics and outcomes. To maintain a high standard of record keeping and keep all financial and administrative systems including client files in an accurate and up-to-date manner in line with policy.
4.	Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
5.	Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
6.	To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Personal experience or understanding of the issues affecting vulnerable homeless people or those at risk of homelessness	E
2. Day to day management/supervision of staff or volunteers or demonstrable willingness and capacity to develop management skills.	E
3. Ability to competently assess and manage risk appropriately	E
4. An ability to work proactively and respectfully to reduce distress and conflict whilst maintaining boundaries and consistency in complex and difficult situations.	E

5. The ability to quickly understand numerical information and carry out financial tasks accurately. e.g. reconciliation of petty cash, understanding rent and service charge statements.	E
6. Understanding of the importance of health and safety and fire safety and a willingness and ability to carry out health and safety tasks regularly and reliably.	E
7. Undertake self-learning and team-based development opportunities to continuously inform practice.	D
8. Knowledge and commitment to co-production and service user involvement in the design and operation of services.	E
9. Excellent written and spoken English with the ability to communicate effectively using telephone, face to face, written and electronic methods.	E
10. Knowledge and experience of using IT (Microsoft Word, Outlook, Excel)	E

Main Contacts & Other Information
<p><u>Main Contacts:</u></p> <p>Mulberry Junction Hub Manager</p> <p>Housing Needs Service</p> <p>Pathway Team</p> <p>Haringey Street Outreach Team</p> <p>MEAM Coordinator</p> <p><u>Other Information:</u></p> <p>This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.</p>