



## Job Description

**Job Title:** Deputy Service Manager

**Reports to:** Registered Service Manager

**Based at:** Specialist Service

**Responsible for:** Senior Support Worker/Support Workers

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within SJOG.

**Job Purpose:** The role involves providing support to the Registered Service Manager in the day to day management and leadership of the team. Deputising in the absence of the manager by providing residential support to people with autism and associated conditions. The Deputy Manager will assist in promoting the principles of *Right Support, Right Care, Right Culture* (CQC, 2020) and to provide outcome focused support that enables people to live positively and as independent as possible in their community. The Deputy Manager will deputise and have responsibility under the Health & Social Care Act when the manager is not present. Leading by example the Deputy Manager will work into their team promoting practice leadership and coaching.

Objectives	Statement Values
Actively support the vision, philosophies and values of the Charity.	<ul style="list-style-type: none"> <li>▪ Promote the core values of the Charity i.e. hospitality, respect and compassion.</li> <li>▪ Act in a non-discriminatory manner.</li> <li>▪ Maintain confidentiality at all times.</li> <li>▪ Act as a positive role model to the team and lead by example.</li> <li>▪ Promote the <i>Building the right support and accompanying service model</i> within my service.</li> <li>▪ Be an ambassador for the Charity and promote SJOG's work positively</li> <li>▪ Undertake any other duties that are in keeping with the values of the Charity</li> </ul>
Promote an outstanding autism specialist service through good practice.	<ul style="list-style-type: none"> <li>▪ Undertake autism needs assessments that are conducive to the <i>SJOG Autism Practice Model</i>.</li> <li>▪ To measure and track autism and quality of life (QoL) baselines to demonstrate impact of intervention.</li> <li>▪ To manage and monitor <i>Positive Behaviour Support</i> policy and practice so that restraint reduction remains as a last resort and proportionate to the person's needs.</li> <li>▪ To manage and monitor all Positive Behaviour Support Plans with the emphasis on proactive strategies.</li> <li>▪ To ensure the team have sound and accredited knowledge and experience of good autism practice and ensure specialist advice and training is sought when needed.</li> <li>▪ To manage <i>PBS Champions</i> within the service to ensure the values, principles of practice of this role are continuously promoted.</li> <li>▪ To work in partnership with PBS and associated professionals with the aim of <i>enhancing quality of life</i>.</li> <li>▪ To embed practice leadership into the service by working, through a hands-on approach and to safeguard good autism and PBS practice.</li> </ul>
Implement and maintain the required level and specialised quality	<ul style="list-style-type: none"> <li>▪ Implement the service referral and monitoring systems and undertake assessments whenever required and discuss with the Service Manager prior to admission.</li> <li>▪ Develop, monitor and report on the service development plan to demonstrate all areas of the <i>Key Lines of Enquiry</i>.</li> </ul>

<p>of care/support in line with regulatory, contractual and SJOG policies and procedures.</p>	<ul style="list-style-type: none"> <li>▪ Promote co-production and work in partnership with the people I support to develop outcome focused support plans.</li> <li>▪ Ensure regular monitoring/auditing of standards of practice in order to exceed quality and compliance standards</li> <li>▪ Ensure that the service delivers on personalising care and support and meeting the aspirational needs and preferences of people.</li> <li>▪ Develop a person centred active support environment so that the service maximises fulfilment and opportunities in social and leisure activities for people.</li> <li>▪ Regularly review service provision and make appropriate recommendations to Operations Manager on how to improve and develop the service further.</li> <li>▪ Undertake regular quality assurance checks according to SJOG's policies and procedures to ensure <i>closed cultures</i> are avoided.</li> <li>▪ Work within the local authority contract specification and to exceed standards.</li> <li>▪ Promote and exceed <i>Fundamental Standards</i> so that we succeed in achieving an outstanding rating.</li> <li>▪ Develop autism specialism and achieve <i>National Autistic Society Accreditation</i>.</li> </ul>
<p>Implement and maintain the required level and specialised quality of care/support in line with regulatory, contractual and SJOG policies and procedures.</p>	<ul style="list-style-type: none"> <li>▪ To promote national and local learning disabilities strategies within the practice within the service.</li> <li>▪ Implement the service referral and monitoring systems and undertake assessments whenever required.</li> <li>▪ Develop, monitor and report on the service development plan to demonstrate all areas of the <i>Key Lines of Enquiry</i>.</li> <li>▪ Promote co-production and work in partnership with the people I support to develop outcome focused support plans.</li> <li>▪ Ensure regular monitoring/auditing of standards of practice in order to exceed quality and compliance standards</li> <li>▪ Ensure that the service delivers on personalising care and support and meeting the aspirational needs and preferences of people.</li> <li>▪ Develop a person centred active support environment so that the service maximises fulfilment and opportunities in social and leisure activities for people.</li> <li>▪ Regularly review service provision and make appropriate recommendations to Operations Manager on how to improve and develop the service further.</li> <li>▪ Undertake regular quality assurance checks according to SJOG's policies and procedures to ensure <i>closed cultures</i> are avoided.</li> <li>▪ Work within the local authority contract specification and to exceed standards.</li> <li>▪ Promote and exceed <i>Fundamental Standards</i> so that we succeed in achieving an outstanding rating.</li> <li>▪ Develop autism specialism and achieve <i>National Autistic Society Accreditation</i>.</li> </ul>
<p>Manage and develop high performing teams to ensure the standards of care/support are maintained in line with internal policies and procedures.</p>	<ul style="list-style-type: none"> <li>▪ Ensure effective recruitment of staff in line with the <i>Safer Recruitment</i> standards.</li> <li>▪ Assist with the implementation and delivery of identified training.</li> <li>▪ Conduct appraisals and supervisions, setting objectives to improve performance and motivation.</li> <li>▪ Promote a consultative and participative work environment.</li> <li>▪ Ensure all staff receive a robust induction.</li> <li>▪ Ensure a culture of learning and self-reflection within the team.</li> <li>▪ Maintain and update quality dashboard as and when necessary, whilst ensuring this is live and current.</li> <li>▪ Complete management reports in the absence of the Service Manager.</li> </ul>

<p>Implement and maintain the required level and specialised quality of care/support in line with regulatory, contractual and SJOG policies and procedures.</p>	<ul style="list-style-type: none"> <li>▪ Develop, monitor and report on the service development plan to demonstrate all areas of the <i>Key Lines of Enquiry</i>.</li> <li>▪ Promote co-production and work in partnership with the people I support to develop outcome focused support plans.</li> <li>▪ Ensure regular monitoring/auditing of standards of practice in order to exceed quality and compliance standards.</li> <li>▪ Ensure that the service delivers on personalising care and support and meeting the aspirational needs and preferences of people.</li> <li>▪ Develop a person centred active support environment so that the service maximises fulfilment and opportunities in social and leisure activities for people.</li> <li>▪ Undertake regular quality assurance checks according to SJOG's policies and procedures to ensure <i>closed cultures</i> are avoided.</li> <li>▪ Support the Service Manager is surpassing contractual and compliance standards.</li> <li>▪ Promote and exceed <i>Fundamental Standards</i> so that we succeed in achieving an outstanding rating.</li> <li>▪ Support the Service Manager in developing autism specialism and achieve <i>National Autistic Society Accreditation</i>.</li> </ul>
<p>Prepare and maintain up to date records for compliance purposes e.g. Data Protection Act, CQC etc.</p>	<ul style="list-style-type: none"> <li>▪ Up-date and safeguard personnel files in accordance with regulation.</li> <li>▪ Record relevant personnel data e.g. timesheets, annual leave on a regular basis.</li> <li>▪ Maintain up-to-date records of all care/support needs for people who use the service.</li> <li>▪ Develop in consultation with people outcome focused support plans.</li> <li>▪ Monitor and measure outcomes to establish the impact the service has made to people's lives.</li> <li>▪ Keep all support planning documentation to SJOG's standards and be prepared to be challenged and scrutinised through quality assurance and inspections.</li> </ul>
<p>Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment.</p>	<ul style="list-style-type: none"> <li>▪ Maintain a safe working environment and report on any areas of concern immediately to the Service Manager.</li> <li>▪ Ensure all H&amp;S, Medication and Infection Control audits are completed robustly on a monthly basis.</li> <li>▪ Ensure all colleagues follow H&amp;S policies within their practice and address immediately where this is not the case.</li> </ul>
<p>Continuous self-development to ensure knowledge and skills are relevant to the service.</p>	<ul style="list-style-type: none"> <li>▪ Attend mandatory training and keep this up to date at all times.</li> <li>▪ Attend other training and development activity where appropriate in accordance with service need.</li> <li>▪ Keep up to date with all policies and procedures so that I can support my team and service in exceeding standards.</li> <li>▪ Attend all meetings as required.</li> <li>▪ Attend research meetings and action areas on request.</li> </ul>

## Person Specification

### Essential:

- Diploma Level 5 (or equivalent)
- Knowledge of working at least in a senior support worker role within an autism specialist service for the past 3 years.
- Practical experience of working within a *Positive Behaviour Support Model*.
- Experience and/or knowledge of Positive Behaviour Support and working within the recommendations of the *DoH Positive and Proactive Care, 2014* guidance and *Positive Behaviour Support Academy*
- Value driven with the ability to lead and develop a positive spirit and culture within a team.
- Ability to inspire people.
- Positive and proactive attitude.
- Solution focused and ability to see through problems quickly.
- Have a strength based approach when supporting people with complex needs.
- Ability to capture success and promote service outcomes.
- Ability to supervise, appraise and support staff in a dynamic way.
- Experience of working in complex needs services and believing in people's potential.
- Good working knowledge of care work and *Fundamental Standards/Regulation*.
- Good working knowledge of health and safety legislation.
- Experience of developing outcome focused support plans.
- Experience of report writing (including ability to analyse trends and patterns).
- Good organisation and planning skills with the ability to prioritise and take action quickly.
- Ability to engage with people at all levels.
- Proactive approach to individual's needs.
- Ability to implement, develop and monitor systems.
- Able to work alone and lead a team confidently.
- Ability to work in a pressurised environment.
- Ability to be flexible with working times e.g. week days, evenings, weekends, nights.
- Driving Licence.

### Desirable:

- PBS BILD Coach or equivalent.
- Leadership & Management qualification (or a willingness to work towards).
- Excel skills.