

Deputy Manager – Culverdale
June 2021
Reporting to Ginny Swaffer
4 or 5 days, 35 hours FTE salary £27,564

Job Summary

To assist and advise the House Manager in the overall management of our Supported Accommodation and to deputise for him/her as appropriate. With him/her to ensure an environment and system of support and care for those with mental health difficulties which is consistent with best practice and in accordance with the Health and Social Care Act 2008 and its associated regulations.

To be aware and apply the policies and procedures of Crossways. To be fully involved with other staff in the physical, social, psychological and spiritual support of working age adults with mental health problems.

To carry out the activities necessary for working-age adults, including cleaning, shopping and general activities as required as well as office and administration duties.

Key aspects of the Job

- To deputise for the Manager in his/her absence.
- To assist the Manager with all aspects of running the home.
- To be involved in the physical, social, psychological, and spiritual care of adults with mental health problems.
- To assist in leading and managing the staff team including supervisions.
- To share responsibility for the work of maintaining high standards in the home.
- To be involved in the spiritual development of the residents, staff, and the organisation.
- To share responsibility for the administration involved in running the home.
- To participate in developing Crossways Community and to further its purposes.
- To take responsibility within the home for medication/finance etc and other duties as directed.
- To work effectively as part of a team, actively supporting other team members, whilst also being self-motivated to work on own initiative & without direct supervision.

- Support the Manager in meeting, drafting and reviewing policies, procedures and legal obligations. Additionally, undertake projects as & when required.
- To be able to work and lead under pressure.
- To support the Manager with quality assessment, completing audits, LWK inspections and requirements and to ensure all records held within the home are accurately kept and updated to comply with Crossways' policy & procedure and all current legislation.
- To assist the Manager with completing notifications to LWK, clinical & accident outcomes on the relevant systems & databases, as & when required.
- To help prepare and be involved in Crossways Community activities when required.

Day Activities

- To be aware of the social needs of the residents and to participate in organising such events as may be wanted, being aware of the wider organisation activities.
- To assist in providing a stimulating environment by initiating and helping with recreational or creative therapies and social activities.
- To assist residents to maximise their skills in daily living in accordance with the agreed care plan.
- To liaise with staff and residents in planning the day activities. Supervise and regularly update which will comply with current legislation and what is deemed best practice.
- To ensure that the staff team is aware of the purposes of the day activities.
- To liaise with the Manager to ensure that staff are appropriately trained to lead groups.
- To ensure that such materials as may be needed for the groups – art, craft etc. are provided.

Facilities & Housekeeping

- With the House Manager to ensure that the house is maintained in a secure, clean and safe manner.
- To assist the House Manager to maintain the premises in accordance with Health and Safety legislation and fire regulations.
- To also manage Infection Control procedures.

Finance

- To be familiar with and operate according to the finance policies and practices of Crossways.
- To be aware of the budgetary procedure and the need to manage the financial affairs of the charity with prudence and integrity.

- To manage the petty-cash tins and oversee the appropriate recording of transactions, receipts and chitties, and to work with the finance team to process these.

Management & Procedures

- To carry out the role in accordance with systems, policies and procedures.
- To attend CPA and placement reviews and work with the House Manager to resolve issues.
- To participate and assist where appropriate, research, evaluation and quality assurance of the work carried out by the charity.
- To carry out such ad hoc duties that may reasonably be required at the request of the House Manger.
- To attend Board meetings as requested by the Chairperson, when the House Manager is not available.
- To liaise with LWK including monthly reporting and the overseeing of the LWK computer based MPS system.
- To assess applications as they are triaged to Culverdale by LWK.
- To take an active role in the initial assessment of applicants.

Personal and Spiritual

- To maintain good interpersonal relationships with all staff at Crossways Community.
- To be sensitive to the spiritual needs of the residents and guide staff in meeting those needs.
- To assist in fostering and maintaining an atmosphere of Christian love, acceptance, care, and responsibility in the home.
- To assist in providing pastoral support to the residents and staff and be willing to encourage them in their faith as appropriate.
- To encourage good relationships with churches, Christian and non-Christian groups in the local area, and facilitate their involvement with Crossways Community as appropriate.
- To support residents who choose to participate in acts of worship within and outside Crossways Community
- To lead and participate prayer meetings and daily 'chapel', times and of meditation, singing, and prayer

Staff

- To be involved in the recruitment, selection and induction training of staff.
- To assist the House Manager with individual staff training needs and plans and help to maintain training records.
- To assist to House Manager to plan, lead and supervise appropriate training sessions to comply with current legislation
- To participate in, maintain, and as appropriate, update the programme of induction and foundation training for all new staff.

- To be a role model for a professional support worker and as an Ambassador for Crossways to external bodies and stakeholders.
- To provide information to the Manager on the conduct for annual staff appraisals.
- To lead, manage and support staff in line with Crossways' policies and procedures including supervision, appraisal, absence management, disciplinary and grievance issues in the House Managers absence
- To promote and support effective team working through good communication and regular team meetings
- To discuss and advise the manager on staff morale issues.
- To be involved in supporting the welfare and emotional wellbeing of the staff.

Community Support - Independent Living – reporting to Chris Munday

- Provide supervision and appraisals for the Community Support Worker.
- Be a point of contact for the Community Support Worker for advice and guidance.
- Read the Community Support Worker's weekly reports to be up to date with what support is offered and what issues may require further action.
- Ensure all maintenance issues are actioned in a timely manner.
- Be responsible for Fire Safety, Health and Safety, landlord checks, resident welcome packs, building awareness etc.
- Be responsible for compliance with all legislation relating to being a landlord.
- Liaise with Maintenance Manager on maintenance issues and repairs.
- Action leave requests from the Community Support Worker and ensure adequate cover of support.

Person Specification

- Possess a minimum NVQ /QCF level 4 or equivalent or willingness to attain award.
- Lead by example and to set standards of total integrity in the treatment of all people, especially those with mental health difficulties.
- Possess excellent interpersonal skills, especially in their ability to listen to others and communicate.
- The ability to empathise with clients balanced with a need to be firm when appropriate.
- The ability to initiate ideas and develop creative ways of working with people, which empowers them to make decisions about their own lives.
- Sufficiently numerate to cope with budgeting and financial management.
- Organisational and planning skills with an ability to be able to work to deadlines, plan meetings and attend events.
- Embrace the idea of Continuous Learning Professional Development.



- 2 years' experience of mental health care, preferably with some knowledge of staff supervision.
- Administrative skills and computer literacy.
- Be a team player and a team leader.