



JOB PROFILE

Job Title:	Deputy Service Manager
Post Type:	Permanent
Department:	Operations
Line Manager:	Service Manager
Location:	Manorhamilton

Main Purpose of Role:

To assist in the management and development of a high-quality Service which meets the needs and aspirations of people with a learning disability in order to deliver our Mission:

“Positive Futures for people with a learning disability, acquired brain injury or autism – working together to achieve dreams and transform lives”

...through fulfilling your role to the Organisational Values:

PEOPLE FIRST - the people we support will always be our top priority

OPPORTUNITIES - we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers

SPEAKING OUT - working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government - locally, regionally and nationally - and in the media

INNOVATION - we are a learning organisation that is always looking for new, creative and better ways to do things

TENACIOUS - we don't give up - if it needs to be done, we believe it can and will be done

INVOLVEMENT - the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together

VALUE FOR MONEY - we deliver life-long results and transform peoples' lives in a cost-effective manner

EXCELLENCE - we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives

Core Responsibilities

To assist the Service Manager to deliver a high-quality Service to include:

- Provide leadership and act as a role model to all staff, ensuring that the strategic aims of Positive Futures are communicated and realised in the work that is delivered within the Service. This means encouraging effective two-way communication between staff in the Service and the wider Organisation e.g. by attending management team meetings, service team meetings and encouraging all staff to contribute to the Joint Consultative Committee (JCC).
- Ensure that the Service is resourced appropriately and expenditure controlled in line with budget requirements, including effective management of all staff and on call rota to ensure that the people we support receive the care and support they need at all times. This includes actively promoting and supporting the involvement of volunteers in the work of the Service.
- Work within the requirements of relevant legislation, regulations and government policy (HIQA, HSE, Health and Safety).
- Ensure the mechanisms and systems are in place to monitor the quality of the Service in line with policy and regulations. This includes completion of regular audits and quality assurance measures to review and promote quality of support. .
- Facilitate the integration of risk management and controls, escalating reports of any risk and considering mitigating actions as required.
- Provide leadership in the use of person centered thinking tools and person centered approaches to ensure that the people we support experience full and valued lives.

- Deputise for the Service Manager in their absence and assume responsibility for the day to day management of the Service.

To ensure the effective people management of all staff and volunteers, ensuring they join, are managed well and leave the Organisation in line with Positive Futures' policies and procedures as well as the CORU Code of Practice. This means to:

- Set clear roles and responsibilities for staff you manage. Staff will have the required skills and knowledge to fulfil their roles effectively with development plans to address any skills deficit.
- Ensure that all staff are supported to achieve relevant qualifications.
- Ensure that staff are recruited, inducted, trained, coached, mentored, enabled, supervised and performance managed to do their jobs effectively. This will be in line with Positive Futures' policies and procedures and the CORU Code of Practice.
- Ensure effective and clear communication, administrative, information and technology systems are in place and that they are maintained, reviewed and developed.
- Participate in the Service "on call" rota as required.
- Co-ordinate a Support Planner to ensure adequate cover of staff support to the people who use the Service and participate in this by working shifts / sleepovers, as required.

To ensure compliance with Health and Safety policy across the Service:

- Be responsible, as designated, for ensuring the upkeep of the houses and the Service office in line with policy and Service Level Agreement.
- Assist in the implementation of Health and Safety policies and procedures including conducting regular Health and Safety checks and monitoring as required.

General:

- Promote and encourage the involvement of, and engagement with, the people we support to ensure their views and aspirations inform service delivery

- Challenge and influence current ways of working to drive a positive change
- Maintain confidentiality and data protection requirements with all work undertaken.
- Carry out your duties and responsibilities in line with relevant health and safety and risk management policies and procedures.
- Ensure that risk management processes are complied with, risks are clearly identified, and mitigation actions are taken.
- Represent the organisation both internally and externally as necessary.
- Attend staff training courses, seminars, conferences etc as required.
- Build and develop positive working relationships within your team and across other teams and departments.
- Develop and maintain positive professional working relationships with funders, key individuals, and agencies in the interests of the people we support.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.

There may be occasions when the Job Holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This Job Profile is not restrictive and the Job Holder may be required to undertake any other duties and responsibilities as may be directed by their Line Manager. All of the above duties must be carried out in line with the Policies and Procedures of the Organisation.

The Chief Executive must be contacted in the event of all media enquiries.

Employee Signature: Date: / /

Print Name:

Person Specification

Job Title: Deputy Service Manager

Reports to: Service Manager

Shortlisting Criteria:

Essential Criteria

1. Relevant FETAC Level 7 qualification or Psychology or other relevant Higher Degree and 2 years' experience in a Health and Social Care Setting **OR** 4 years' experience in a Health and Social Care setting.
2. 2 years management / supervisory experience.
3. Full, valid driving licence or an ability to travel independently to meet the requirements of the post.

Positive Futures reserve the right to enhance the shortlisting criteria.

At Interview

If you demonstrate that you meet the shortlisting criteria, you will be invited to an interview. To flourish at Positive Futures and ensure the people we support receive the highest quality support, our staff need to share our values, and display a range of competencies. We will test a selection of these at interview.

1. Our Values

Our values are integral to how we work at Positive Futures. At interview we will ensure that you share our values. Please refer to the first page of the job profile where our values are displayed.

2. Our Competencies

Providing Leadership

- Is able to understand organisational strategy and translate this into practice at a service level.
- Inspires and influences team members and gains respect by creating a clear vision and demonstrating a passion to support people with learning disabilities.
- Is willing to listen to others, share knowledge and encourage creativity within team members.
- Encourages an environment of continuous learning and self-reflection and openly reflects on own working practice with a willingness to take feedback from others.

Improving Service Quality

- Able to deliver a high quality of service for people we support by understanding the needs of individuals and developing a clear overall service development plan.
- Ensures that company strategies and philosophy is embedded in team culture and that regulatory and compliance targets are met.

Managing External Stakeholders

- Able to develop and manage external stakeholder relationships, promoting Positive Futures' values.
- Able to maximise business opportunities through existing networks and identify and secure new business opportunities.
- Uses an appropriate customer focused approach and communication.

Managing Your Team Effectively

- Manages a staff team which is engaged and motivated towards the achievement of organisational goals.
- Ensures all staff members understand their responsibilities and perform to acceptable standards, with any performance issues being managed swiftly and appropriately.
- Develops, mentors and coaches staff to ensure their personal development needs are met and managed.

Maintaining Commercial Disciplines

- Is accountable for the operational and financial performance of service.
- Is able to manage and deploy allocated resources appropriately.
- Is able to identify commercial threats and risks and develop plans to meet these.

Personal Development

- Able to reflect on self-development needs from a business and personal perspective and address them
- Meets agreed development action plans as agreed with line manager
- Achieves positive feedback on performance from own staff team, peers, senior colleagues and external stakeholders.

POSITIVE FUTURES

Deputy Service Manager JOB INFORMATION SHEET

Hours:

XXXX

Salary Scale:

The Deputy Service Manager salary scale is made up of 7 points. However, staff will only be able to progress to the seventh point if they possess a relevant FETAC Level 7 qualification or Psychology or other relevant Higher Degree.

1. € 49,093.00
2. € 50,657.00
3. € 52,187.00
4. € 53,721.00
5. € 55,264.00
6. € 57,064.00
7. € 58,686.00

Starting point on the scale will be dependent upon relevant experience.

A Night-time Support Payment will be paid where applicable (payment will be discussed prior to commencement of post).

Holidays:

The person appointed will be entitled to 25 days' leave per annum increasing by one day for each complete annual leave year worked to a maximum of 30 days. The person will also be entitled to 10 designated public holidays.

Entitlements are shown based on full-time hours and will be adjusted on a pro rata basis for part-time staff.

Positive Futures recognises the following 10 designated public holidays:

New Year's Day, St Brigid's Day, St Patrick's Day, Easter Monday, early May Bank Holiday, June Bank Holiday, August Bank Holiday, October Bank Holiday, Christmas Day, and St Stephen's Day.

Training & Support:

All members of staff will receive induction, relevant training, regular Person Centred Supervision and Appraisal.

Garda Vetting:

It is a requirement of this post that a Garda Vetting check will be completed. In line with best practice a Garda Vetting check is to be requested every four years.

Canvassing:

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Applicants can, however, contact the relevant service/department for further information about the post.

Interview expenses:

Reimbursement of interview expenses is not available.

Waiting List:

Positive Futures also retain suitable candidates on a reserve list, for a period of six months, from which they may be offered similar opportunities in other locations across Ireland. These positions may be for either Full or Part-Time work as required.

Probationary Period:

On commencement of employment with Positive Futures all staff are required to complete a “probationary period” (usually six months). Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour. Staff in Services this must also complete the following:

Positive Futures’ Foundation Programme (PFFP):

Staff in Services, up to and including Deputy Service Manager, must complete the PFFP. They should submit the completed PFFP by Week 24, to be signed off by the Service Manager. This process will then be audited by the L&D Department prior to the 6 month review.