



JOB DESCRIPTION

JOB TITLE:	Deputy Manager – Outreach
TEAM:	Equality Housing
REPORTS TO:	Equality Housing Manager
LOCATION:	35 Hendon Lane, Finchley, N3 1RT

CONTEXT AND PURPOSE OF JOB

To assist the Manager with the safe and efficient running of Equality Housing, and to deputise in the Manager's absence, internally and externally with other agencies. To work in partnership with the Equality Housing Support Team, the clients, statutory agencies and other organisations to ensure the clients' physical, social and emotional well-being and to promote their development in living independently and participation in the decision-making of the organisation.

QUALIFICATION:

To have NVQ5 or equivalent Health Care qualification, or to work towards this qualification whilst in the role.

MAJOR DUTIES AND RESPONSIBILITIES

The Deputy Manager is accountable in the first instance to the Manager of Equality Housing and ultimately to the Board of Directors of Barnet Mencap.

Clients

- To ensure that clients views on all aspects of the service offered to them by Equality Housing are taken into account
- To handle complaints
- To manage the staff rota for clients
- To chair meetings of clients and annual planning meetings
- To monitor the agreed goal setting for clients
- To advocate with other professionals to secure adequate funding for individuals
- To provide support to the clients if cover is needed

Administration

- To ensure that Equality Housing recording, administration and client computer records are kept up to date.

- To ensure long-term outcome monitoring is completed on time.
- Confirm weekly rotas, timesheets

Staff

- To participate in the recruitment of Community Support Workers with particular responsibility for the induction programme
- To supervise the work of Community Support Workers
- Carry out staff observations
- Chair Team Meetings and arrange cover

HEALTH & SAFETY

- Ensure that Health and Safety policies and procedures are maintained at all times.
- Book Health and safety checks for the shared houses and carry out actions
- Attend health and Safety meetings

FINANCIAL RESPONSIBILITY

- To audit client finances
- To understand and keep within the agreed budget

EQUAL OPPORTUNITIES

Actively promote equal opportunities policies and anti-discriminatory practices at all times.

PROMOTION OF SERVICE

It is expected that the post holder will perform the role in a way which furthers the values of the organisation with reference to Customer Care, Equal Access and Opportunity and Quality of Service provided. This includes promoting vacancies we have in our properties as they arise.

TRAINING/PERSONAL DEVELOPMENT

- To monitor appropriate training courses for the Community Support Workers and draw up an annual schedule
- Ensure training logs are completed
- Support staff with care certificate learning
- To undertake own training appropriate to the requirements of the post
- To participate in regular supervisory and appraisal meetings with the Manager of Equality Housing

FLEXIBILITY

To deliver services effectively, a degree of flexibility is needed, and the

postholder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

Working Hours and Cover arrangements

- The availability to work a flexible 35 hour week, including evenings and possibly weekends should the need arise
- To accept and respond to out-of-office hours, emergency calls by tenants experiencing difficulties themselves or emergencies in the properties

GENERAL

To undertake any other duties which may be necessary as part of the Deputy Manager role.

The duties and responsibilities of this post may change over a period of time. Only if significant additional duties or responsibilities as required, will render the grade of the post liable for re-evaluation.

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