**PERSON SPECIFICATION – DEPUTY MANAGER**

**REPORTING TO:** Centre Manager

**TEAM:** Senior Management Team and part of the Senior Leadership Team.

**DUTIES:**

* Deputise for the Centre Manager by organising and by publishing monthly support rotas using FindMyShift if he/she is on annual leave or unavailable; manage time well in order to complete these to a deadline when requested.
* Manage group of support staff and behavior support staff
* Deputise for Centre manager regarding daily records, admin reports, review meetings and key working
* Supervise cluster of support staff and keep excellent supervision notes
* Be the point of contact for any queries about the rota
* Source and organise activities and publish activity plans for the week
* Be the point of contact for any queries about activities
* Liaise with the Centre Manager and others in the Senior Management Team to ensure schedules run smoothly and meet the needs of the service
* Have and respond to an on-call phone as and when required; this includes being part of the SMT on-call phone rota.
* Work impartially and promote fairness when assigning shifts to staff.
* Complete admin time forms and Monday.com on a daily and weekly basis as requested.
* Any other duties that we see fit and fall within the scope of management and delegation.

**ESSENTIAL CRITERIA:**

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| 1. Previous experience of working as a senior either at a day service or in a community, outreach or residential setting. 2. An understanding of supporting clients with autism, learning disabilities, behaviours that challenge and complex needs. 3. A commitment to SSC’s values, vision and strategies. 4. Excellent communication skills (written and oral). 5. Excellent time-keeping and organisational skills, including working to a deadline. 6. Good computer literacy including familiarity with various office packages such as Word, Powerpoint and Excel. 7. Willingness to be flexible with working hours (e.g. doing extra emergency hours and then receiving TOIL) and working location. 8. Willingness to attend SMT, SLT meetings either in person or via Zoom. 9. Willingness to learn about safeguarding and CQC regulations. 10. An understanding of Find My Shift or an ability to grasp it quickly. 11. Good punctuality, reliability and professionalism. 12. An ability to work well under pressure and use own initiative. 13. An ability to multi-task when required. 14. A commitment to supporting Solutions with assessments, accreditations and quality assurance practices. 15. A commitment to working with the How We Work Group for induction and CPD training 16. An ability to hold confidential information and not share it with other staff. 17. A commitment to undertaking relevant training to the role and then work towards action points implementing training. 18. A willingness to challenge any poor practice observed by frontline staff and bring this to the attention of the centre manager. 19. A willingness to complete six monthly and annual appraisals in regards to targets. 20. A willingness to work across both west and north London if and when required. 21. A recognition of the rights and responsibilities of people with various disabilities and a commitment to the SSC’s Equal Opportunities Policy & Social Care Commitment. 22. A willingness to attend supervision and staff meetings as and when requested. 23. An acceptance that you may work with individuals that are prone to display behaviours that challenge, sometimes without visible warning, and this may result in you being hit, bitten or spat at. An understanding that SSC does not accept liability for any assault or injury sustained in this way.   **DESIRABLE CRITERIA:** |

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| Essential | Desirable |
| Experience of supporting adults / children with autism, complex behaviour and behaviours that challenge, learning disabilities and severe learning disabilities. | At least 3 years’ experience. Ability to demonstrate through examples in interview.  2 years’ experience as a Senior member of staff. |
| Strong knowledge and experience of the  social care sector. | A relevant teaching qualification e.g. City & Guilds 7307, Post – Compulsory Teaching Certificate (PCET) post 16, Certificate of Education (Cert Ed) Degree in Education, in special needs or autism. If none of the above, then two years’ previous experience and a relevant degree e.g. psychology, social work, social science, sports science, music therapy, art therapy, physiotherapy. |
| A commitment to ensure continuous development of the service in line with the National Minimum Care Standards, CQC, Skills for Care Social Commitment, DoH Valuing People and other relevant legislation. | Experience of supporting a company in this way. Ability to demonstrate through examples in interview. |
| A commitment to SSC’s values, vision, strategies and policies. | Ability to demonstrate knowledge of these areas in interview.  Ability to demonstrate familiarity with SSC’s pledges and accreditations in interview. |
| An understanding of SSC’s pledge to the Social Care Commitment, CPD membership, and Autism Accreditation. | To have looked at Social Care Commitment, CPD accreditation and Autism Accreditation information. |
| The ability to communicate effectively (both verbally and in written form) with a wide range of figures in a friendly and professional manner. | Experience of this, ability to demonstrate in interview. References supporting this skill. |
| A commitment to person-centered planning  and an ability to support service users with  their individual needs, support plans. | Ability to demonstrate experience and/or understanding in interview. |
| A willingness to develop own skills and knowledge through further training within the service. | Previous training and ability to produce certificates if asked. |