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|  | ROLE PROFILE | | |
| Role Title: | **Deputy Manager – Rae House Residential Service** | | |
| Reporting To: | Registered Manager | | |
| Responsible For: | Therapeutic Team Manager and other roles within the Multi-Disciplinary staff team | | |
| Role Purpose: | This role ensures the efficient delivery of a comprehensive residential rehabilitation programme with emphasis on supporting residents’ transition to independent living within their community.  You will manage a multi-disciplinary team of workers providing support and leadership in all areas of delivery.  You will ensure that service delivery is in line with recommended professional good practice and Phoenix Future’s policies & practices and that the reasonable expectations of purchasers and residents are met.  You will maintain a recovery-orientated approach to all undertakings and a demonstrable commitment to continued professional learning & development.  As part of the management team, you will deputise for the Residential Registered Manager as required.  The role is based at Rae House, Alford, Aberdeenshire and you will be expected to take part in a on call rota to support the staff and service delivery. | | |
| Grade & Salary: | Grade H - £30,500 | Hours of work: | 37.5 excl. lunch |
| **KEY ACCOUNTABILITIES & RESPONSIBILITIES** | | | |
| *Service Delivery & Operational Standards*   1. To support the Residential Registered Manager with the residential rehabilitation facilities and ensure the services are provided to the high standards in line with our treatment manual and handbook. 2. To ensure that service aims, objectives and business plans are in place and that these are reflected in individual work plans. 3. To ensure the service runs within the Therapeutic Model and requirements. 4. To lead the staff of the service to achieve the highest professional standards and ensure compliance with Phoenix Futures policies and procedures. 5. To support the Residential Registered Manager to ensure compliance with all the requirements of the Care Inspectorate and internal Phoenix Futures audit requirements. 6. To ensure that the service complies with internal quality standards to a high standard as well as external regulatory and health and safety requirements. 7. To actively manage diversity and promote equality and people’s rights in all aspects of service delivery. 8. To ensure that volunteers and student placements operate effectively and that they are adequately supported. 9. To ensure that the ILLY case management system is utilised to enable the production of outcome reports for individuals and the service overall and that there is full compliance with data collection. 10. To support with on call 11. To support the staff team following the Supervision and Appraisal process and facilitate team meetings.   *Stakeholder Liaison & Management*   1. To work in partnership with relevant organisations, agencies and specialists to ensure the provision of a customer focussed service. 2. To promote the service as a local community facility meeting local needs   *People Management*   1. To ensure effective recruitment, retention, motivation and performance management of all staff and volunteers within the service 2. To identify individual and team training / development needs to meet service delivery requirements and ensure staff can maximise their potential in their careers with Phoenix Futures 3. To comply with all organisational policies including grievance, disciplinary, sickness absence, health and safety, child protection and vulnerable adults and ensure that these are followed by your direct reports.   *Business & Financial Management*   1. To keep up to date with changes in the political, economic, social and technological environment that might impact on the delivery of drug and alcohol treatment services.   *General*   1. Understand, uphold and work with the values, ethos, aims and objectives of Phoenix Futures working within our policies and procedure and adhering to relevant legislation. 2. Facilitate and attend both internal and external meetings. 3. Notify your manager of any occurrences which may affect the service or reputation of the organisation. 4. Undertake such other duties as reasonably requested by your manager. | | | |
| *LEADERSHIP QUALITIES & MANAGEMENT COMPETENCIES* | | | |
| *Competencies are the desired values, attitudes and behaviours considered essential for the successful achievement of our corporate objectives. Post-holders should be able to demonstrate the following:*  *Passionate*  Committed to the mission, vision and goals of Phoenix Futures. Committed to making a difference for our client group and the communities we work in. Motivates, persuades and galvanises others. Able to share enthusiasm for the work we do. Champions diversity and equality of opportunity  *Visionary*  Identifies opportunities to expand and/or improve the service. Forward thinker with a clear of the best direction for the team. Takes account of wider organisational, political, economic and social challenges. Creates viable long-term plans. Stimulates a clear sense of purpose and direction. Communicates ideas clearly and persuasively.  *Knowledgeable*  Is clear about what needs to be achieved. Makes decisions that are appropriate, timely and well-informed. Is valued for sound application of knowledge and expertise. Has a clear understanding of what customer’s value. Agrees clear responsibilities and objectives to deliver results. Balances competing priorities to the best advantage. Evaluates complex situations quickly and accurately. Is committed to own continuous learning and development.  *Optimistic*  Open and ready for change. Encourages experimentation and drives innovation. Seeks continuously to review and improve performance. Implements corporate decisions with energy and commitment. Learns quickly from past mistakes.  *Brave*  Is focused, resilient and determined. Challenges and is prepared to be challenged. Deals successfully with criticism, uncertainty, pressure and setbacks. Takes difficult decisions and measured risks. Accepts responsibility for and perseveres with difficult and unpleasant tasks. Tackles poor performance or inappropriate behaviour. Speaks up when appropriate and not reluctant to express their point of view, even when in the minority.  *Honest*  Acts with integrity and upholds the Code of Conduct. Inspires trust. Leads by example. Readily shares ideas and information with others. Promotes openness and discussion Admits mistakes.  *Visible*  Is seen and felt regularly in and around key areas of operation. Is approachable to all. Holds regular team meetings. Encourages and supports participation in decision-making.  *Business-minded*  Organises work to deliver on time, to budget and to agreed quality standards. Negotiates for the resources to do the job. Makes best use of diverse talents, technology and resources to deliver results. Sets clear targets for team members. Rigorous in monitoring progress and performance.  *Nurturing*  Coaches individuals to give of their best. Promotes individual and team learning and personal development. Praises achievements and celebrates success. Builds productive relationships with people across and outside the organisation. Consults with others and listens to advice. | | | |
| **PERSON SPECIFICATION** *(Knowledge, Experience, Skills & Abilities)* | | | |
| 1. Desirable professional qualification in a relevant area e.g., social work, family/childcare etc  2. SVQ3 in management or able to complete an agreed number of modules in their probationary  period.  3. Experience of management and/or team leadership  4. Relevant experience of work in the substance misuse field.  5. Evidence of continuous professional development  6. Experience of partnership working and multi-agency liaison  7. Experience of organising activities and resources to ensure achievement of results  8. Experience of achieving agreed objectives, targets and deadlines  **Other requirements**  11. No criminal record that prevents work with our client group or which would harm our reputation.  12. Ability to work rota pattern, including evenings and weekends and support with on call  13. Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems | | | |