

Job Description: Deputy Manager, WorkAid

- Project:** WorkAid
- Job Title:** Deputy Manager
- Work Location:** Home-based, with travel to locations across West Sussex
- Directly responsible to:** WorkAid Manager
- Overall responsible to:** The Managing Director, Aldingbourne Trust

General purpose:

This is a key post within the WorkAid team and wider Supported Employment West Sussex Partnership.

The project currently provides two specific services throughout West Sussex:

1. A supported employment service for people who are seeking paid employment and who have a learning disability and/or autism, acquired brain injury, physical or sensory issues or are carers,
2. A supported employment service specifically for people with a learning disability and/or autism who are looking for voluntary work and who are in receipt of a WSCC funded care package.

The majority of the employment work is funded by Local Authorities but we may, at times, be working across a wider geographical area with complimentary criteria and specifications.

The contract defined at 1 above requires that certain aspects of the support are delivered by a subcontracted service. The whole contract is managed by the Aldingbourne Trust and the Deputy Manager will be supporting the WorkAid Manager to manage the contract's SLA, KPIs, and to manage expectations & targets for both individual projects as part of the wider contract. You will also have a key role in ensuring excellent communication between all service elements, acting as a conduit for the free-flow of information between the projects.

The service requires excellent organisation and co-ordination to make sure that contract outcomes are met in a timely and cost-effective manner. You will be responsible for ensuring that agreed individual and team targets are fulfilled. Internal auditing and quality management skills will be essential to make sure the people we support meet their own objectives and successfully progress into paid employment. You will have an operational role, ensuring the efficient day to day operation, including some direct caseloads, staff supervision, data management and reporting, and service development.

You will work closely with the WorkAid Manager to help ensure overall business plan objectives are met, deputising for the Manager in their absence.

Main duties:

Supportive

- To be familiar with and to implement the principles of the Valuing People white paper, promoting Rights, Inclusion, Choice and Independence
- To support independence and progression to enable people with learning difficulties and/or autism to fulfil their potential
- Work with the team and wider SEWS partnership, co-ordinating activity to meet contract outcomes whilst optimising overheads and costs

- Monitor individual, team and contract targets, identifying areas of concern, and implementing action in consultation with the manager
- Line manage staff team, including supervision and appraisals, according to Trust policy
- Ensure data is collected and collated effectively, and meets the needs of the staff and management
- Produce reports as required for internal and external use
- Maintain own caseload across the range of services, providing support to front line staff
- Attend regular team meetings and lead discussions in team environments

Resourceful

- Trying new approaches to develop the service, while not risking WorkAid's ability to fulfil its contract.
- To work within all Health & Safety requirements, preparing and reviewing risk assessment as required, ensuring that all duties are performed within the statutory Health & Safety requirements.
- Embrace person centred approaches and see that positive outcomes are achieved,
- Ensuring people with learning disabilities and/or autism understand their rights and responsibilities and are supported to undertake an active role in making decisions about their employment.
- Adapt to changes in the employment market across the county and find ways to overcome unexpected events.

Mediator

- Work with colleagues to ensure effective allocation of referrals and caseloads, providing on going 'waiting list' data
- To liaise as required with all parties concerned, including West Sussex County Council, family carers, day service staff, Job Centre Plus, Benefits Agency, Employers, employment organisations, Social Services, and other organisations when necessary
- Ensure colleagues and employers are clear about expectations
- Ensure excellent communication takes place with colleagues, internal and external stakeholders
- Identify & manage any conflict, deal with any concerns/complaints in a professional & timely manner. Actively work with the team to consider ways to break down barriers that people face

Networker / Bridgebuilder

- Promote and represent the SEWS partnership, WorkAid service and Trust externally, including making presentations, attending meetings, collaborative working, liaising with contract commissioners
- Improve community presence with local outlets by meeting and networking with various Employers, Businesses, Groups, Agencies and Organisations, including: - Social Workers, Parents, Candidates
- Support the development of new employer working partnerships – collating information for presentations, attending meetings, note taking and representing the Trust at Events
- Develop and maintain links with other agencies, working collaboratively
- To effectively participate in staff meetings, training courses and seminars
- To effectively liaise with the Project Manager and the rest of the team
- To actively promote the Trust, engage with the community and positively raise awareness about everything we do
- To actively share job opportunities, marketing messages and fundraising events within your day to day network

- To communicate any relevant contacts, networking groups, enterprising opportunities or ideas you have to your Manager for consideration

Adventurer

- Supporting the team to achieve the WSCC Supported Employment targets – including: - collating quarterly reports and success stories
- To contribute new ideas & projects to enable achievement of targets
- To step out of your 'comfort zone', to explore & consider innovative approaches to meet the Trust's objectives.
- Consider the use of technology in enhancing performance
- Promote WorkAid and the Aldingbourne Trust as an employer and service provider of choice
- Ensure you maintain a programme of continuing professional development

Coach

- Assist with the management of the staff team, including supervisions and appraisals
- Assist with the induction of new members of staff into the service

Additional Duties and requirements:

- To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation
- This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult and Child Barring Lists. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: personal care, assistance with general household matters and conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities. The service provides support to individuals aged 16 and over.

The Person Specification: Deputy Manager, WorkAid

Essential:

- Experience of supervising or managing a team
- Proven communication skills.
- Ability to manage own time, workload and targets
- Excellent planning and co-ordination skills
- Proven 'people' skills, ability to support individuals to gain vocational skills
- Skills to identify vacancies, working with employers and other services
- Excellent networking skills
- Excellent written, numeracy and IT skills
- Own transport

Desirable:

- Experience of working with people with learning difficulties
- Case load experience of providing supported employment support
- Teaching or training qualification
- Experience in developing risk assessments
- Knowledge of local employment market
- Proven track record of target achievement

Last Updated:

October 2020

Terms and Conditions: Deputy Manager

- The contractual hours for this post are 37.5 hours per week.
- Salary - £25,141.76 - £31,768.33 (Point 132 - 146) Starting salary dependent on your skills and experience.
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Life Assurance: 2 x your annual salary.
- Annual leave: 33 days in each year including Bank Holidays. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years, pro rata for part time staff.
- Sick leave: 2 weeks per annum, after 1 month service, pro rata for part time staff.
- Emergency Family/Carers leave: up to 6 days per annum, pro rata for part time staff.
- Counselling Service
- Bicycle voucher Scheme