

Job Title	Deputy Community Hubs Manager		
Team	Community Hubs- Littlehampton Community Hub	Reports to	Services Manager
Department	Operations	Location	Littlehampton
Direct Reports	Y If yes number: 5	Flexibility for home working	N
Budget responsibilities	Y		

Summary of Role

Working from Littlehampton Community Hub, the Deputy Community Hubs Manager will assist in coordinating the delivery of services. They will work alongside Advice and Assessment teams, as well as specialist support workers and other local agencies to ensure a client-centred approach to supporting people experiencing homelessness and multiple disadvantage.

A part of this role will be to provide line management to Advice and Assessment Workers and some other staff, ensuring that regular supervisions are taking place and staff are supported to work to their full potential. They will deputise in the absence of the Community Hubs Manager and take on responsibilities for delegated tasks.

Key Responsibilities

Supporting Adults Experiencing Homelessness

- Assessing homeless and vulnerable adults and devising person-centred support plans, including safeguarding and managing risk.
- Supporting clients to be referred to Turning Tides specialist services such as Substance Misuse & Wellbeing, Mental Health and Social Worker.
- Supporting clients to be referred to Turning Tides accommodation-based services, as well as suitable external accommodation, and ensuring clients are offered interim support and advice.
- Offer support and advice to clients to liaise with the relevant Housing teams and other Local Authorities on housing and homeless approaches.
- Advocating for clients where limited opportunities are available to ensure all housing offers and opportunities have been assessed and considered.
- Supporting clients in making structured reconnection/relocation plans.

Contacts and Networks

- Attend local homelessness multi-agency meetings.
- Develop good relationships with Local Councils and agencies that can support and assist clients with a range of support needs who present at the community hub.

- Maintain relationships with our local community and internal Turning Tides staff.

Community Hubs

- Provide support to the operation of the Breakfast Sessions and groups, including maintaining a safe and clean physical environment.
- Make an active contribution towards the development of the Breakfast Sessions and groups, where clients can access advice and support on housing, benefits, skills and wellbeing.
- Maintain good staff and volunteer morale through good communication, ensuring attendance at relevant meetings and attendance at training opportunities.
- Presence at Littlehampton Services to support the team when managing challenging behaviours and incidents, following up with debriefs and recording as per policies and procedures.
- Complete daily records of support offered to clients on an in-house computer system (Inform).
- Collate and report on quantitative and qualitative data including numbers accessing the hub, overview of their need and support offered.
- Complete referrals to relevant services and agencies that can assist clients in areas of need and follow up on responses and outcomes of referrals.
- Be able to offer flexible working and on occasion public holidays (weekends/bank holidays).

Operational

- To support development of systems, procedures and structures of the service.
- To maintain effective multi-agency operational links in particular with external agencies and commissioners.
- Work collaboratively with other projects/departments and actively contribute to the implementation and delivery of services.
- Deputise when the Service Manager is not present, having the ability to support staff, manage incidents and maintain a safe and consistent service.

Financial Management

- To have an awareness of financial budget when spending within Service.
- Complete monthly financial returns such as business card spending.

Team Management

- Ensure staff are fully trained in line with compliance training and coached/supported to work to their full potential.
- Provide regular supervisions, team meetings and appraisals. Ensuring that you deal with situations as they arise and fostering a strong team spirit to provide a cohesive service.
- Record line management tasks within Breathe HR system.
- Foster personal growth and the development of specialist skills/expertise.

- Provide consistent staff cover through fair staff rotas and an adequate supply of relief workers.
- Set realistic expectations of staff performance and be resolute they are met.

Quality and Performance

- Develop outcomes/impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.
- Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
- Produce and monitor regular performance information reports for internal and external purposes.
- Take every opportunity to involve clients in the design, delivery and development of services and provide feedback on service provision quality.

Environment / Health & Safety

- Maintain the quality of the environment by ensuring the premises are safe, clean and in a good state of repair, rectifying and reporting any issues promptly.
- Contribute to the development of the planned and cyclical maintenance plans.
- Develop and implement project policies and procedures which are compliant with legislation and best practice.
- Assist with meeting Health and Safety requirements and compliance throughout the Littlehampton services.

General

- Abide by all Turning Tides' policies and procedures and regulatory requirements at all times.
- Ensure all policies and procedures well embedded within your Service and that your staff abide by them at all times.
- Promote and embed a proactive approach to equality and diversity – by example and in management approach and participate in equalities impact assessment and review as required.
- To ensure that the service works with PACT on all new initiatives or changes as and when they arise.
- To be able to support the service as required, in terms of flexibility of working hours.
- Undertake any other reasonable duties required by the management team.
- Always maintain the ethos and values of Turning Tides.

Specification

Candidates will be invited to interview based on the following criteria.

Knowledge and Experience

Criteria
Good knowledge of welfare benefits, financial inclusion, housing and homelessness law and policy relevant to homelessness
Experience of delivering support to vulnerable people including those with complex and enduring needs
Good knowledge of substance and alcohol needs, relapse management, as well as Harm Reduction
Experience of multi-agency working and influencing key stakeholders
Good knowledge of mental health and dual diagnosis
Good knowledge of effective Health & Safety and buildings maintenance
Experience of financial procedures

Skills and abilities

Criteria
The ability to motivate staff, and enable staff to motivate and inspire clients to make positive life changes
Ability to coordinate client cases
Skills in de-escalation and ability to work within a Trauma Informed Care model
Commitment to and good understanding of Equality and Diversity
The ability to forge effective working relationships within a staff team
Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
Good computer literacy skills and ability to make effective use of Case Management Systems for needs of reporting