



## JOB DESCRIPTION

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<b>TITLE OF POST:</b>	<b>Deputy Service Manager</b>
<b>LOCATION:</b>	<b>WLM Katherine Price Hughes Approved Premises (KPH)</b>
<b>CONTRACT:</b>	<b>Permanent</b>
<b>HOURS :</b>	<b>36.5 hours per week (<i>may be required to work some weekends</i>)</b>
<b>SALARY:</b>	<b>Band 8</b>
<b>RESPONSIBLE TO:</b>	<b>Service Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Resident Assistants, Housekeepers</b>

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### About West London Mission (WLM)

WLM has been working in the community in London since 1887. We currently work in Lambeth, Southwark, Westminster and Islington with a focus on PTS Coaching, Hubs & Residential Services, Counselling Services and Criminal Justice Services.

WLM is a values led organisation. Our people are the heart of what we do. We have recently embarked on developing an asset-based approach in partnership with Mayday Trust building on our work embedding recovery and psychologically informed approaches.

### About KPH

WLM Katherine Price Hughes House (KPH) is an Independent Approved Premises commissioned by the Ministry of Justice. Approved Premises (APs) provide an enhanced level of supervision, monitoring and rehabilitation for men who have been released from prison.

WLM KPH aims to provide every resident with a transforming experience that brings together a focus on awareness and monitoring of risk reduction, organised and effective rehabilitation into the community, and personal growth and motivation.

### Purpose of the post

The role of the Deputy Service Manager is to support the Service Manager with the effective management and leadership at WLM Katherine Price Hughes House (KPH). The post requires supervision of people resident at KPH within prescribed policy and practice in addition to monitoring and recording accurately on relevant databases.

A mainstay of the role is completing risk screenings from the CRU for the Approved Premise. The Deputy Manager will work alongside the Service manager to support, motivate and manage the team.

### KEY RESPONSIBILITIES

#### 1. Management of the core operational work of KPH

- 1.1 To work alongside the Service Manager to ensure a robust process is implemented for the assessment of referrals into KPH.

- 1.2 Alongside the Service Manager, to carry out Risk Assessments of potential Approved Premise residents on behalf of the National Probation Service (NPS).
- 1.3 To contribute to ensuring that Key Working is being adequately carried out and regularly reviewed for all residents, working with the manager to ensure that effective assessment procedures, support plans and risk assessments are kept up to date and implemented through the key workers.
- 1.4 To ensure that risk of harm or injury to the public through re-offending is minimised by thorough risk assessments and management.
- 1.5 To ensure that KPH remains a safe place for all residents and staff and that all issues of threatening behaviour, bullying, and intimidation are dealt with effectively.
- 1.6 As part of the management to ensure enforcement of statutory orders, Licences, recall and Hostel Rules where people resident at KPH fail to comply.
- 1.7 Prepare verbal and written reports for MAPPA level 3 cases when required and give evidence at Oral hearings.
- 1.8 Ensure that resident's rights are upheld and promoted in all aspects of the work and to develop, maintain and support a structured recovery programme aimed at enabling the residents to move on successfully to their own accommodation.
- 1.9 Co-ordinate support with partner agencies as appropriate, in particular with the National Probation Service.
- 1.10 Ensuring good communication between staff and residents by holding regular team and residents meetings and attending handovers.

## **2. Safeguarding**

- 2.1 To contribute to management oversight of safeguarding, ensuring that best practice guidelines are followed in line with Probation Service and WLM policy and procedures.
- 2.2 Act in a consultative way and be available to respond and provide expert support on safeguarding issues for the service.
- 2.3 As part of the management, to promote an open and inclusive culture that encourages 'caring curiosity' and whistleblowing if necessary.

## **3. Team Management**

- 3.1 To work closely with the Manager to plan, communicate and oversee the work at KPH.
- 3.2 To ensure line reports are well supported and managed in line with organisational policies and procedures, escalating any matters to HR as required. This includes regular supervision and annual appraisals.
- 3.3 To support the Manager to organise an annual staff review day to reflect on progress and challenges and develop plans for the year ahead.
- 3.4 To work with the manager to ensure the work of the hostel embodies the values of WLM and a respect for the Christian ethos on which our work is based.
- 3.5 To support the manager to develop performance targets and quality control measures for the work of the team, and monitoring team members work to ensure that these are met.
- 3.6 Work with the Manager in the recruitment and selection process of new staff to the team.

## **4. Financial Management**

- 4.1 To work with the Manager to ensure that KPH performances are in line with the agreed budget.
- 4.2 To support the creation and embedding of effective administrative, financial and record keeping systems.
- 4.3 Work with manager and the team to ensure effective systems for the collection of charges and that voids and arrears are kept to a minimum and managed proactively.

## **5. Managing Relationships and Resource-building**

- 5.1 To work together with the Service Manager to effectively lead the service.
- 5.2 To proactively contribute to ensuring KPH effectively liaises with outside agencies including the police, social services and other statutory and voluntary agencies.
- 5.3 To work with the wider WLM operational management team in a professional and collaborative manner, sharing best practice and developing the strategic objectives of WLM.

## **6. Health & Safety and Building Management**

- 6.1 To ensure WLM Health and Safety policies are being followed and a safe working environment is maintained.
- 6.2 Work closely with the Service Manager and the Facilities Team to ensure that the maintenance issues in the building are dealt with promptly and that planned maintenance is completed to a high standard.
- 6.3 To support the manager to ensure all team members are trained in mandatory H&S matters and a timetable of activities, such as fire drills, is implemented and executed.
- 6.4 To develop and maintain operational safety procedures and train team members accordingly.

## **7. Other Duties and Responsibilities**

- 7.1 To contribute to WLM's overall strategy and business plan.
- 7.2 To maintain probity and transparency in all dealings and declare any interests that might affect their position or role.
- 7.3 To adhere to WLM's Diversity and Inclusion and Health and Safety Policy in all aspects of the work.
- 7.4 To work collaboratively and contribute to positive working relationships with team colleagues, wider WLM staff and volunteers.
- 7.5 To adhere to West London Mission's Roles and Responsibilities (Code of Conduct).

**The listed duties are not exhaustive. The post-holder will be expected to undertake such other duties, consistent with the role as may be reasonably required.**

## **PERSON SPECIFICATION**

**POST: Deputy Service Manager**

**LOCATION: WLM Katherine Price Hughes House (KPH)**

**Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in the sections below. Please address each point in order.**

### **ESSENTIAL REQUIREMENTS**

#### **1. Experience**

- 1.1 Experience of management in services working with vulnerable and/or high-risk groups of people.
- 1.2 Experience of effective liaison with a variety of agencies and managing complex situations.
- 1.3 Experience of managing staff and volunteers effectively.
- 1.4 Experience of criminal justice work.

#### **2. Skills, Knowledge and Abilities**

- 2.1 An ability to perceive risk and manage it appropriately within a high-risk environment.
- 2.2 An understanding of a strengths based approach to working with this client group with the ability to positively engage people resident at KPH and genuinely valuing diversity.
- 2.3 A personal robustness to deal with challenging issues and address behaviour that challenges.
- 2.4 Understanding of the importance of good practice in human resources management and staff development; and commitment to an open, participative and empowering style of management.
- 2.5 Appreciation of the role of the faith-based voluntary sector in criminal justice work.
- 2.6 Ability to put in place systems and structures which maintain good practice.
- 2.7 Well-developed IT skills.

#### **3. Qualifications**

- 3.1 Professional qualification in either Criminal Justice, Social Work, or Probation sector, or related field of work.

### **ADDITIONAL REQUIREMENTS**

- 4.1 Willingness to be on-call out of hours shared with other managers within WLM.
- 4.2 Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will also be assessing candidates against the following competencies:

<b>Client focus</b>	Manages people and projects in way which keeps WLM's clients and residents at the core of what is done. Treats everyone with respect and in line with WLM's equality and diversity values.
<b>Organisation and planning</b>	Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results.
<b>Initiative and creativity</b>	Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems.
<b>Communication</b>	Written and oral communication is concise, clear and accurate and is worded appropriately.
<b>People management</b>	Provides effective management through supporting and challenging staff. Develops and maintains a positive and focussed team.
<b>Administration and IT</b>	Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently.
<b>Management of relationships with external agencies</b>	Manages and represents WLM's interests well and negotiates effectively with external agencies and contacts.
<b>Coordination of projects</b>	Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge.
<b>Strategic and organisational awareness</b>	Aware of the impact of own service on WLM as a whole and team works well with other managers. Identifies strategic aims for own service, anticipating future demands, opportunities and constraints
<b>Leadership</b>	Leads by example by being personally effective. Inspires staff to deliver on WLM's vision and goals. Behaviour is visibly consistent with WLM's stated values. Is able to reflect and self-assess and takes responsibility for self-development.