

JOB DESCRIPTION

Job Title:	Deputy Manager – Helpline
Responsible to:	Operational Manager
Responsible for:	Helpline Team Members
Date agreed:	December 2020

OVERALL OBJECTIVES OF THE POST

To work within Brighter Futures Corporate Strategy to ensure the scheme meets required service standards and achieves operational targets agreed annually.

To support the Operational Manager with service delivery of the Mental Health Helpline service.

To support the development of the team in providing a telephone support service in line with Brighter Futures standards.

OUTCOMES

- The Mental Health Helpline team delivers an excellent service in line with Brighter Futures values, policies and procedures
- Support the operational manager and motivate the team to achieve the required targets of the service
- Take responsibility for own learning and professional development
- Support the promotion of customer involvement and active involvement in service design and delivery
- Effectively support the manager and team to prepare accurate information, data and advice where required.
- Customers get the support they need when they need it
- Team members get the support they need to do their job effectively and work to the best of their ability
- All training and Brighter Futures values are embedded into our practices

****passionate * creative * equal * empowering * sustainable***

KEY TASKS

People

- Support Mental Health Helpline team members to apply learning and best practice in line with Brighter Futures standards and targets.
- Support team and individual performance through effective communication, mentoring, regular supervision and reviews to deliver excellent support and customer service.
- Plan, allocate and evaluate work carried out by team, individuals and self.
- Create and maintain effective internal and external working relationships to ensure that customers receive the support that meets their needs.
- Promote and support customer involvement within the scheme.

Operations

- Deputise for the Operational Manager in their absence
- Operate within internal and external health and safety requirements.
- Ensure working policies and procedures are followed and alert Operational Manager where any omissions or improvements are identified.
- Ensure the health, safety and welfare of yourself and others.
- Support the Operational Manager to develop the service and seek continual improvement.
- Support the Operational Manager in implementing change within scheme operations.
- Monitor and manage resources within your area of responsibility to ensure they are used efficiently.
- Support the Operational Manager in setting clear objectives for the team, and support the team in achieving agreed objectives.
- Use organisation values and objectives to support decision making and problem solving.
- Adhere to agreed financial limits and follow financial processes to seek authorisation for any additional spend.

Information

- Seek, evaluate and organise information for use in decision making and problem solving.
- Ensure that customer records are maintained in line with organisational standards.
- Support the Operational Manager to review individual performance and provide timely and appropriate information and reports.
- Promote the service and encourage referrals from other agencies.
- Attend care plans and other meetings as appropriate.

Additional Responsibility

- To assist in monitoring and the evaluation of the effectiveness and quality of the service to customers, agencies and other relevant organisations and individuals.
- To promote the aims and values of Brighter Futures to any other agency or organisation in a professional manner.
- Take responsibility for your own professional development and training.

Scope:

Undertake any other duties that may be reasonably requested.

Hours of Work:

37 hours per week as required to meet the needs of the service. Ability to work flexibly is required to deliver operational results and this may require some weekend or out of hours provision

Salary and Benefits:

Salary: £24,448.53 per annum

27 days annual leave plus 8 additional days (pro rata)

Group Personal Pension Plan, including life assurance and group income protection

Health Care Cash Plan

Occupational Sick Pay

Staff Counselling Service

Person Specification – Deputy Manager

We want the post-holder to demonstrate the following competences to a high level and use them in their work. We will be looking for evidence of the following key competences during the selection process, if you are shortlisted.

<ul style="list-style-type: none"> ▪ Communication and Clarification ▪ Creativity, Innovation & Adaptability ▪ Commitment & Customer Focus ▪ Relationships & Team Working 	<ul style="list-style-type: none"> ▪ Respect, Integrity & Open Mindedness ▪ Accountability, Self-Reflection & Development ▪ Managing Change
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Please use the job application form to demonstrate your capabilities in relation to the sections below. Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	How Assessed? (A=Application Form / B= Interview / C=Test)	Essential/ Desirable
1. Qualifications, Experience and Track Record		
1.1 GCSE grade A to C or equivalent including English and Maths	A	Essential
1.2 Level 3 (or equivalent) qualification in Health and Social Care, Management, or other relevant subject	A	Essential
1.3 Continuing professional development and a willingness to undertake further work related training to level 4 standard	A,B	Essential
1.4 Experience of working in a customer focussed environment or service	A,B	Essential
1.5 Experience of supporting staff development	A,B	Desirable
1.6 Experience of working with Microsoft Outlook/Word/Excel	A,C	Essential
2. Special knowledge & requirements		
2.1 Effective communication skills, verbal or written	A,B,C	Essential
2.2 Ability to plan, prioritise activities and meet deadlines	B	Essential
2.3 Ability to lead and delegate	B	Desirable
2.4 Ability to meet targets and standards	A,B	Desirable
3. Additional job requirements		
3.1 Commitment to Brighter Futures values	A,B,C	Essential
3.2 Ability to remain calm under pressure in difficult situations	B	Essential
3.3 Understanding of equality and diversity	A,B	Essential
3.4 Ability to drive and have own transport	A	Desirable

**Core Competencies
(LINE MANAGERS)
(Deputy Managers / Operational Managers)**

	<u>Descriptor</u>
Communication and Clarification	Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures values, purpose and services.
Creativity, Innovation & Adaptability	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
Commitment & Customer Focus	Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgemental approach to issues. Remains resilient and positive in seeing things through.
Relationships & Team Working	Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships.
Respect, Integrity & Open Mindedness	Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people's points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity.
Accountability, Self-Reflection & Development	Takes ownership, meets responsibilities and honours commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees.
Managing Change	Is proactive, responsive and adaptable. Translates plans for change into operational plans, developing and managing the process for optimum results. Appropriately responds to and effectively manages and engages others through change. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure.
Leadership, Management and Coaching (Managers Only)	Leads, inspires and engages staff to own and deliver on Brighter Futures vision and goals. Sets a strong example for other staff to follow. Establishes and communicates clear performance goals, standards and expectations at all levels, identifies and produces reliable factual evidence of progress against these. Gives regular feedback, coaches and supports others to develop to their full potential. Efficiently identifies and resolves conflicts within relationships to prevent disagreements from arising.
Awareness of Operating Environment (Managers Only)	Demonstrates awareness and understanding of Brighter Futures position within the external environment for services and funding. Actively puts in place plans, and encourages ideas from staff, to save money, enhance efficiency and maximise income and implements appropriate plans to meet challenges.

