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**Job Description**

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| **Title** | Deputy Service Manager – Carers Matter Norfolk |
| **Location** | St Clements House |
| **Reporting to** | Service Manager – Carers Matter Norfolk |
| **Responsible for** | Senior Family Carer Practitioners, Family Carer Practitioners, Volunteer Co-ordinator, Step-down Worker |
| **Main relationships** | Service Manager, Head of Support Services, Carers Matters Norfolk Operational Staff, Bridges Outcomes Partnership Staff, Partner staff. |

**Purpose of the Role**

Carers Matter Norfolk is a partnership led by Bridges Outcomes Partnership delivering an innovative service to unpaid adult carers in Norfolk. Financed by a social impact bond, the service is outcome-driven, focused on empowering carers to achieve the greatest degree of choice and control, independence and quality of life as possible. The service provides Carers Assessments and support to sustain the caring role with information, advice, wellbeing support, access to breaks and peer support opportunities, emergency planning and links into other preventative services.

The role of the Deputy Service Manager is to support the Service Manager with the delivery of the Community and Volunteer service and to be responsible for ensuring that quality and quantity performance targets are delivered. This is a deputy management role which will involve working closely alongside the Service Manager to support and manage the team of Family Care Practitioners, assist with allocation of resources, monitor management of caseloads, conduct supervision meetings and ensure the effective day to day operation of the service.

The successful candidate will have proven success in managing a team to deliver targets. They will also have experience of using data to support team members in reaching both their own potential but also the standards of excellence expected from the service. Existing knowledge of social care or previous experience working with carers is not essential

**Main Tasks**

1. **Operational Support**

* Assist the Service Manager in the day-to-day operational management of Carers Matter Norfolk, monitoring and responding to demand and allocating resources to required quality, safety and performance standards with a view to delivering outcomes.
* Support the Service Manager by providing ongoing advice, guidance, support and supervision to the team of Family Carer Practitioners.
* Monitor implementation of key policies including lone working, safeguarding and, in the absence of the Service Manager, the provision out-of-hours management cover.
* Maintain an awareness of the organisation’s infrastructure and work with partner projects to support volunteering with the service.

1. **Performance**

* Responsible to, and working in collaboration with, the Service Manager for the performance management of the Carers Matters Norfolk team.
* Support front-line staff to meet performance targets, working collaboratively to develop and implement strategies and solutions where appropriate.
* Reporting and collaborating with the Service Manager in relation to any staff performance issues within the service, identifying need and developing, and implementing action plans.
* Support the Service Manager in relation to performance of the service against the requirements of the service contracts.

1. **Quality Assurance**

* Provide any required data to the Service Manager relative to internal auditing; this is used to effectively monitor compliance and performance (e.g. case recording and management).
* Raise any issues related to quality assurance with the Service Manager.
* Ensure personal compliance with all regulatory and legal requirements and support the Family Carer Practitioners to ensure best practice across teams.

**All Voluntary Norfolk post holders are responsible for:**

* Working to the policies and procedures of Voluntary Norfolk.
* Promoting equal opportunities and respecting diversity within all aspects of their work
* Complying with Health and Safety Regulations.
* Carrying out additional duties where appropriate which may be allocated by the Director of Operations, Head of Support or the Service Manager.
* Evidencing Voluntary Norfolk’s values which underpin our vision and mission, by ensuring that you:
  + listen;
  + collaborate;
  + innovate;
  + celebrate diversity; and
  + care.

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| **Person Specification**  **Essential (E) / Desirable (D)**  The person appointed to this post would normally be expected to meet the following**:** |
| **Experience and Qualifications** | |  |
| Proven experience of managing a team to deliver outputs and outcomes | | **E** |
| Experience of successfully leading and motivating teams | | **D** |
| Experience with analysing, interpreting and presenting data | | **D** |
| Experience of maintaining effective partnerships both internally and externally | | **D** |
| Experience of working in health, social care or VCSE | | **D** |
| **Knowledge & Skills** | |  |
| Able to work under pressure, manage a busy workload and prioritise. | | **E** |
| Excellent planning and organisational skills. | | **E** |
| Excellent interpersonal and communication skills, with evidence of ability to work collaboratively and support others in reaching their potential | | **E** |
| Competent IT Skills – an ability to use and interpret data presented in a variety of formats | | **E** |
| Proven ability to manage confidential and sensitive information and apply knowledge of data protection legislation to managing individuals | | **D** |
| Lived experience or understanding of carers | | **D** |
| Understanding of adult social care. | | **D** |
| **Attributes** | |  |
| Proven ability to work collaboratively | | **E** |
| Confident in providing ongoing support, advice and guidance to a team | | **E** |
| Confident in identifying under performance and in providing appropriate support relating to identified areas of improvement | | **E** |
| Flexible and adaptable approach | | **E** |
| Willingness to pro-actively contribute to the continuous development and improvement of the service | | **E** |
| **Other requirements** | |  |
| Current driving licence and use of a car | | **D** |
| Willingness to work flexibly and to travel between meetings | | **E** |
| Willingness to deputise in the absence of the Service Manager | | **E** |