Job Profile Deputy Project Manager

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| Reporting to | Head of Service | Job Level: |
| Service Area | Housing and Community Services | * Entry level/Ancillary
* Service Delivery
* First Line Manager/Qualified Practitioner/ Specialist
* Manager/Clinical Supervisor/Senior Specialist
* Senior Operational Management
* Strategic Leadership
 |
| Location | Brighton and Hove, East Sussex |
| Contract | Permanent, 37.5 hours per week, occasional weekend and evening shifts to provide cover |

Where you fit

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# Job Purpose

The Deputy Project Manager supports the Project Manager to ensure the effective daily operations in the Brighton and Hove Transitional Housing Services, providing high quality, safe, welcoming, and secure supported housing for young people or adults at risk, and managing staff.

# About us

YMCA DLG stands together with children and young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community.

We work to prevent youth homelessness across Sussex and Surrey and provide a home to 763 young people every night. We reach a further 10,000 young people and their families through our other key services, such as counselling, support and advice, mediation, and youth work, so that all young people can belong, contribute and thrive.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’*.This vision reflects the original Christian foundation of the YMCA Movement, but with a clear emphasis on being an inclusive organisation. Our valuesof *we welcome all, we inspire, we support, and we speak out* guide us in all our actions.

# Project

The **Brighton and Hove Transitional Housing Services** offers safe, secure housing to young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community. Our Housing comprise of 57 Medium and Low Supported Housing placements, across 10 sites. The Medium Support service is for young people between the ages of 16 and 25 who have been through the care system or have experienced homelessness. The Low Support Service houses young people aged between 18-35. The key purpose of the service is to support young people to develop independent living skills so they can move forward to more independent settings.

# What you will be doing

**Service provision**

1. With the Project Manager, ensure the smooth daily operations of the service in accordance with the service specification and YMCA DLG policies and procedures
2. Ensure the accommodation is safe, welcoming and secure, and staff are visible
3. Oversee the residents’ referral, interview and induction processes for all beds and ensure the Occupancy Agreements and House Rules are fully understood
4. Support the team to work together to deliver a high-quality service that enables residents to acquire the skills they need to lead independent and fulfilling lives, in line with organisational targets
5. Provide one to one key work sessions, co-produce groupwork and activities, and champion More Than A Room, YMCA DLG’s support model, to develop tailored solutions for residents to meet their needs, wishes and aspirations
6. Working closely with the Project Manager and central safeguarding team, ensure the team operates safeguarding best practice in the services, ensuring timely and pro-active risk management and consistency in approach
7. Communicate key processes around complaints, information sharing, getting involved to residents and record how they wish to receive information e.g., one-to-one meetings, text, large print, other languages, braille etc.
8. Support residents to adopt prosocial behaviours using psychologically and trauma informed approaches and support the team with positive behaviour support strategies; utilising de-escalation skills and intervening as required in the management of incidents
9. Ensure the quality of accommodation that is provided, liaising with the Housing and Property Services Team to complete estate inspections and health & safety risk assessments, and to turn around voids and organise repairs in line with organisational targets and statutory obligations
10. With the Project Manager ensure effective income collection for all beds, working closely with the Rents Team to create a rent payment culture
11. Support the Project Manager with breaches of the Occupancy Agreement or House Rules, following up incidents, leading case conferences and assisting with evictions where necessary
12. Organise tenant review meetings and follow up in writing to confirm sanctions, status upgrades and issue warnings
13. Ensure effective administrative, including maintaining client records and safeguarding alerts on In-Form, logging maintenance requests on Pyramid, and maintaining safety systems such as the Clients of Concern register, managing petty cash and organising banking, where required
14. With the Project Manager, ensure that stakeholder feedback contributes to the shaping of the service. Ensure that any complaints are dealt with promptly and effectively and in line with organisational policy

**Management**

1. Support the Project Manager in the line management of the team, recruiting and inducting new staff, supporting their performance to ensure high standards of service at all times, and ensuring supervision, team meetings, and reflective practice supervision is prioritised
2. Specific responsibility for supervising bank staff, student social workers and volunteers
3. Role model the behaviours expected, creating a positive, asset-based, culture
4. Support the Project Manager with compiling the rota to ensure appropriate staff cover
5. Deputise for the Project Manager on occasion

**General**

1. Be a member of the ‘on call’ rota to provide out of hours management support to projects in the wider locality
2. Participate in relevant continuing professional development and utilise Reflective Practice Supervision as part of leading Trauma Informed practice
3. At all times comply with YMCA DLG policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct
4. Carry out any other appropriate duties as directed by the Head of Service and/or Project Manager in your project.

# Person Specification

**Knowledge & Experience**

* Experience of working in supported housing, or similar services for young people and/or adults at risk, delivering objectives and targets
* Experience of managing and/or supervising a team
* Experience of coordinating housing management tasks including contract compliance, maintenance, void/arrears management, and health & safety
* Some experience of creating or maintaining psychologically informed environments, and overseeing the delivery of trauma informed care and support
* Experience of overseeing safeguarding procedures for young people or adults at risk in residential settings, and knowledge of how to maintain professional boundaries
* Understanding of, and commitment to, equality, diversity and inclusion with experience of embedding good practice within services

**Skills and Abilities**

* Ability to build and maintain strong relationships with stakeholders, internal & external
* Ability to successfully manage challenging situations whilst remaining calm and solution focused
* Good communication and facilitation skills
* Excellent record keeping and report writing skills to evidence project performance
* IT skills, including proficiency in using MS Office 365 package, health & safety, and client data management systems (training on YMCA DLG systems provided)
* Ability to manage budgets and effectively monitor expenditure

**Qualifications and Training**

* Educated to A level/BTEC/NVQ Level 3 in relevant subjects, or equivalent through relevant CPD training/experience relating to housing, support work, and/or working with young people or adults at risk

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: