**JOB DESCRIPTION**

# Job Title: Deputy Head of Operations

**Responsible to:** Head of Operations

# Place of Work: Across Stonepillow services Chichester & Arun

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| **Hours:** | 37 hours per week (part time hours considered) |
| **Salary:** | Point 33 = £35,934 per annum - All eligible staff will be auto enrolled into a stakeholder pension scheme. |
| **Contract:** | 1 x permanent |
| **Annual Leave:** | 33 days (including bank holidays). |

**Purpose of Job Role:**

Following the considerable growth of Stonepillow’s supported housing offer, we are now implementing an exciting new role of Deputy Head of Operations to support the Head of Operations and CEO to work strategically and to enable a greater focus on positive outcomes for homeless people. As the Deputy Head of Operations, you will play a key role within the leadership of teams, support the implementation of new services and process, lead on quality and performance, support in developing of strong leadership relationships and ultimately, through the delivery of excellent services, achieve greater outcomes for our clients and community.

**Main duties & responsibilities**

1. Living the values of the organisation, adhering to the profile of a Stonepillow Leader while ensuring that there is clear management within the Services and that all deliver the aims of the organisation in line with Stonepillow’s Behavioural Framework.
2. Using a person-centered model and Trauma-Informed Care approach, work directly with those in our services in a positive, proactive and assertive way to ensure our services work meaningfully in order to relieve homelessness and prevent cyclical rough sleeping or entrenchment.
3. Assist Head of Operations to implement key strategic changes that will progress the fundamental organisational frameworks and operating models.
4. Promoting a vibrant and creative culture with an uncompromising commitment to excellence and fully integrated support and development services, reflecting the needs of those accessing the service.
5. Building effective and productive working relationships with existing commissioners and other stakeholders across the districts, ensuring contract compliance and an absolute commitment to achieving excellent outcomes for our clients.
6. Leading on the quality and performance monitoring of services, driving forward service improvements and keeping up to date with the strategic, legislative and policy direction of the internal and external operating environment.

* Support the Head of Operations with the implementation of a new audit approach and performance monitoring for the organisation.
* Produce an individual tailored improvement plans with managers, team leaders and support workers to develop their evidence-based practice and performance.
* Performance monitor to contractual obligations in line with KPI needs.
* Lead and facilitate packages to support the needs of the support workers, team leaders and Managers for their on-going training needs in quality and performance
* Set up and regularly maintain detailed audit processes, especially evidence of decision-making processes and statutory safeguarding actions/requirement.
* Lead and facilitate best working practice for teams to collate and record accurate client data by inputting information onto Stonepillow’s ‘In-Form’ database system.
* Produce reports on service outcomes and provision for funders and in-house monthly reviews to Head of Operations
* Collate and report on quantitative and qualitative data in line with MHCLG, Stonepillow and District Council needs.

1. Reflecting best practice and financially viable services that offer outstanding value for money, whist ensuring tailored services that meet diverse and changing needs of our clients.
2. In collaboration with the Head of Operations, review and revise internal policy and procedure on Health, Safety and maintenance of our services.
3. Take a proactive approach when liaising with external commissioners and partner agencies to design & deliver effective interventions that create sustained pathways out of homelessness and increase engagement with services.
4. Ensure that the voice of the client is heard in all aspects of our work. This includes to work with clients and colleagues to create a Psychologically Informed Environment (PIE) that promotes health and wellbeing.
5. Develop and maintain effective working relationships with our partner organisations, external agencies and relevant voluntary & statutory agencies and individuals over a wide range of issues affecting our clients
6. To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits. To be engaged in professional development and personal development in the area of Housing and Homelessness.
7. To deliver or co-facilitate training in line with Stonepillow’s’ new training programme and facilitate groups with external partners running in community services.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* Ensure all service policies and procedures are regularly reviewed and well embedded and coproduced with clients and team members.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.
* Active involvement and creation of equality and diversity practices.

**General**

* Maintain personal development and career aspirations including participation in 1;1 Sessions with your line manager, appraisals, reflective practice and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Creating and/or sustaining positive working environments, recognising achievements and celebrating successes
* Maintain at all times the ethos, values and behaviours of Stonepillow

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

**Appointment to this position is subject to satisfactory enhanced disclosure via the Disclosure & Barring Service.**

October 2020