

# VAL Jobs

## VALUES Deputy Manager

Learning Disabilities Service



### Job description

<b>Job purpose:</b>	<ul style="list-style-type: none"><li>• Working closely with VALUES Team Manager undertake the planning, day to day service co-ordination and delivery of a high quality VALUES Service for people aged 16+ with a learning disability ensuring highest service standards, compliance and best practice in service delivery.</li><li>• Influence, shape, develop and grow the VALUES Service, increasing the quality of service provision, the service offer and service user numbers.</li><li>• Ensure ongoing recruitment, training and support of support volunteers</li><li>• Support the development of VALUES and VAL to be a recognised leader in delivering high quality support services.</li></ul>
<b>Responsible to:</b>	VALUES Team Manager

#### 1. Main aims of the role

- Assist in the quality running of a large fast paced day service, overseeing work allocation, planning and compliance
- Ensure effective planning, organisation, co-ordination, day to day management, administration and delivery of the service.
- Line management of Support Workers and Volunteers
- Co-ordinate activities within the Service, ensuring adequate and timely resourcing
- Continuous improvement of individual Support Worker and VALUES Services through effective processes and systems
- Ensure effective monitoring, reporting, compliance and monitoring of the service
- Support service users/clients liaising with a small caseload of participants supporting the project to meet its outputs & results targets.
- Support VALUES Manager in developing the VALUES service to meet its growth plans and potential.

#### 2. Main activities of the role to deliver the aims

- Coordinating the daily running of the service, ensuring the highest quality of support to people with a learning disability by offering guidance and arranging recourses to Support Workers, Volunteers and Students.
- Line manage Support Workers including work planning, co-ordination, delivery and supervision setting clear priorities and targets.
- Provide timely and quality team meetings and supervision of Support workers ensuring compliance and service user satisfaction

- Support with providing direct support to people with a learning disability in groups and as a 1-to-1 to take part in social, leisure, learning and volunteering activities. This includes some personal care and some administration of medication.
- Ensure team members are aware of standards of performance, both in service delivery, compliance and performance and manage individual performance.
- Maintain an overview of the team performance and monitoring.
- Ensure consistent, quality and compliant Client records are in place.
- Support VALUES Team Manager with planning and organisation of the Service Including admin tasks including updating client records, writing letters, editing spreadsheets and running mail-merges.
- Contribute to communications and positive public relations about the project both internally and externally.
- Develop and strengthen relationships with key stakeholders under the guidance of VALUES Manager.
- Support the development of the systems and processes to support and improve service delivery.
- Actively participate in undertaking service monitoring and reporting tasks, working with VALUES Manager.
- Act as a fire marshal and first aider for the department.
- Work with family members and Social Workers and other professionals to ensure collaborative and consistent working.
- Raising concerns to Manager where appropriate, for example, where there are safeguarding concerns, HR issues etc.
- Assist with Petty cash distribution, recording and tallying.
- Assist with fundraising activities, day trips and other special events.
- Deputising for the VALUES Team Manager as needed.
- Promote and ensure equality, diversity and inclusion in VALUES Service delivery and within VAL.
- Undertake any other reasonable duties in line with the aims of the post.

### 3. Supporting the development of VAL and its people

- Be an effective ambassador and representative for VAL
- Participate positively in the development of plans, projects, performance management and VALUES and VAL organisational development
- Maintain data, statistics and information on the delivery of the service in line with existing reporting processes and as required for the role.
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across VAL people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VALUES Service and VAL and colleagues for your actions, actively supporting VAL's values
- Support volunteers to deliver aspects of VALUES Service and VAL's work
- Ensure the health and safety of VAL staff, volunteers, participants and service users/clients
- Encourage and promote equality, diversity and inclusion inside and outside of VALUES and VAL
- Carry out evening and weekend work as required
- Undertake any other reasonable duties in line with the aims of the post

## Person specification

The person specification sets out the essential qualities that we are seeking for his post. Please ensure that your application demonstrates how you meet the criteria. You may include paid and voluntary work or other relevant life experience.

<p><b>Understanding of Learning Disabilities</b></p>	<p>Established experience, minimum 3 years of working with people with a learning disability or clearly transferable experience with demonstrable knowledge of learning disabilities.</p> <p>Experience of independently supporting people with behavior that can be challenging.</p> <p>Knowledge and Experience of responding to adult safeguarding matters.</p>
<p><b>Essential Skills, Knowledge and Qualities</b></p>	<p>Demonstrable knowledge of the issues that affect people with a learning disability including health and support needs, Personal Budgets and other challenges.</p> <p>Ability to empower people with a learning disability. Commitment to running a confidential service.</p> <p>Ability to work in a fast pace environment and perform tasks in a timely matter. Highly organised with the ability to work under pressure, prioritise and meet deadlines.</p> <p>Experience of providing compliance information and support in line with either statutory, service or project specific requirements.</p> <p>Sound prioritisation and problem solving skills, managing a complex and varied workload to deadlines.</p>
<p><b>Managing, supporting and working alongside people</b></p>	<p>Established line management, staff supervision and development experience including demonstrable experience of improving team engagement.</p> <p>Ability to work closely with colleagues in the team, across VAL and with a variety of professionals. A professional manner and ability to delegate where appropriate. Some supervision experience.</p>
<p><b>Performance Management</b></p>	<p>Experience of using performance management of service delivery including monitoring and evaluation</p> <p>Experience of providing compliance information and support in line with either statutory, service or project specific requirements.</p> <p>Experience of performance management of contracts/service delivery, including monitoring and evaluation.</p>
<p><b>Facilitation and networking skills</b></p>	<p>Facilitation, networking and group work skills and the ability to work successfully with groups of different sizes and backgrounds</p> <p>Experience of managing projects/services/groups including engaging, motivating and supporting partnership work</p>
<p><b>Developing and delivering learning opportunities</b></p>	<p>Developing training, workshops or other learning opportunities to support and enhance service delivery including needs analysis, programme design and development of resources</p>

	Ability to develop effective information and resources for team members and partner organisations.
<b>Experience of different communities</b>	Working within different communities such as urban, suburban, small towns and / or rural and with a wide variety of voluntary and community sector organisations
<b>Equality, Diversity and inclusion</b>	Encouraging and promoting independence, equality, diversity and inclusion in the delivery of services and experience of working effectively with people from a range of backgrounds
<b>Building relationships</b>	The ability to build and maintain effective relationships with colleagues and partners in all sectors
<b>Organisational skills</b>	Taking personal responsibility and a proactive approach to planning and performance managing a varied and complex workload, prioritising demands and working to tight deadlines
<b>Approach to work</b>	A positive “can do” approach, the ability to be innovative, and flexibility to meet the demands of a changing environment
<b>Presentation skills and oral communication</b>	Excellent communication and presentation skills with a diverse range of people in a variety of situations, including the ability to represent the views of VALUES to a wider audience. Demonstrable experience of Great communication skills demonstrated when working with authorities, professionals, the public, colleagues and especially with people with learning disabilities and families. Ability to sell and promote VALUES.
<b>Written communication and developing information services</b>	Good writing skills, including developing information and resources for VALUES with evidence of translating complex information into clear and engaging materials
<b>ICT skills</b>	Proficient in ICT packages including word processing, email and internet, spreadsheets and databases; Outlook, Excel, Word, Teams, Publisher and PowerPoint. Ability to compose written communications for a wide range of audiences. Ability to handle data and perform basic calculations. Ability to conduct research for the development of the project.
<b>Continuing professional development</b>	There are no specific qualifications for this role, but evidence of continual development of knowledge of skills is required and undertake training.
<b>Disclosure and Barring Service Checks</b>	This role will require an Enhanced level DBS check
<b>Hours of working</b>	Able to work some evenings and occasionally at weekends
<b>Travel</b>	Full driving license and access to a car (reasonable adjustments allowed). Ability to travel regularly within the City and County. Ability to travel regularly within the city and county and occasionally nationally