#

# Job Description

# Job Title:

*Deputy Programme Manager*

**Accountability:**

Programme Manager

**Purpose:**

To support the Programme Manager on all aspects of the implementation, oversight and delivery of the Brighter Futures Journey to Wellbeing so that clients are provided with opportunities to gain the skills and knowledge that are needed to improve family relationships, wellbeing and the life skills that enable them to realise their full potential.

# Duties and Responsibilities:

* To work in collaboration with the Programme Manager to support the effective and efficient planning, delivery, direction and management of the team to ensure an outstanding client experience at Brighter Futures
* To monitor, review and develop appropriate strategies that maximise the effectiveness and quality of the Journey to Wellbeing
* To support and deputise for the Programme Manager at the client review meetings
* To undertake monitoring of processes, procedures and the database to ensure that they are being adhered to and that key workers are maintaining comprehensive, accurate records of the highest quality and standard
* To prepare a variety of reports as required
* To deputise for the Programme Manager in all aspects when necessary

**Main Duties:**

* Attend appropriate management meetings, giving reports in a timely manner as required.
* Represent Brighter Futures on external bodies as appropriate
* Ensure that all legal obligations are appropriately met with, e.g. child protection, health and safety, and maintain appropriate records for inspection.
* Ensure adequate organisational policies and procedures are developed, reviewed and implemented
* To liaise with Facilitators to ensure good communication in support of developing an effective delivery of programmes
* To plan, prepare and deliver group supervision and on a one to one basis
* To line manage team members as allocated
* To prepare a schedule for annual appraisals and oversee, following up any that are outstanding, incomplete or raise any professional development areas or concerns
* To plan, prepare, deliver or co-ordinate relevant individual and team training needs and CPD activities
* To maintain the training log for staff and identify any training requirements that arise from annual appraisals, induction of new staff, mentoring, coaching and support sessions
* To be responsible for the induction process for new staff, update and develop accordingly
* To carry a caseload of complex family cases related to families participating in the programme
* To liaise and collaborate in joint work with other practitioners, social care and educational colleagues, local agencies and community groups in relation to aspects of family wellbeing.
* To undertake routine and regular audits of key workers’ database case notes to ensure high quality record keeping and report to the Programme Manager any areas where this requires attention
* To support, mentor and coach any key workers who are identified above regarding their case recording
* To ensure that key workers follow up discharged clients post discharge as per requirements and identify any where this is not the case
* To maintain appropriate records, prepare assessments and maintain a system of family files
* Collect and collate Parent Voice feedback and follow up on any issues or concerns
* Review the course evaluations and identify any areas for improvement
* To maintain confidentiality and observe data protection and associated guidelines where appropriate
* To build positive and influential relationships with key stakeholders
* Such other duties as may be required to meet the changing demands in Brighter Futures commensurate with the post.

**Discretion to Act:**

#### The Programme Managerwill have day-to-day responsibility for implementation of the client pathway subject to the decisions of the Chief Executive Office.

#### The Deputy Programme Manager will support the Programme Manager on all aspects of the service as well as working in partnership with the senior team members at Brighter Futures.

**Environment:**

Brighter Futures is a diverse and busy environment and involves contact with clients, facilitators, funders and public bodies. The post will be demanding and may involve work outside regular hours.

**Relationships:**

The post holder will be expected to develop and maintain good working relationships with management, facilitators, clients, referrers, colleagues and committee members. It is also expected that the post holder will have the ability to uphold confidences and maintain relationships based on integrity across the whole Charity.

**Location:**

The job is based at The Bridge though some time may need to be spent at other locations.

**Summary of Terms and Conditions:**

#### Title **Deputy** **Programme Manager**

Location The Bridge, Le Geyt Road, St Saviour, Jersey JE2 7NT

Hours: Full time, 37.5 hours per week all year round

This document should not be taken as constituting conditions of employment.

**Person specification:**

**Qualifications:**

* **Desirable**: Educated to degree level (or equivalent) in Education, Early Childhood Development, social care or similar but relevant
* **Essential**: Minimum of Level 3 qualification (or equivalent) in Education, Early Childhood Development, Working with Parents or similar but relevant

**Experience of:**

* Leading, managing or supervising a diverse team
* Working with vulnerable families
* Project management and delivery
* Planning, delivering and coordinating training
* Providing supervision to team members
* A thorough knowledge of safeguarding procedures in Jersey
* Be able to extrapolate data to prepare and write reports for Board reports, funder reports etc.
* Managing competing and conflicting priorities and can work to tight deadlines
* Database management and use of Microsoft Office Products etc.
* Working independently and using own initiative
* Working across different sectors and developing effective links and partnerships with other agencies;

**Skills**:

You will need to show evidence of the following:

* Excellent communication skills;
* Strong interpersonal skills and the ability to deal with a diverse range of

people

* Capacity to inspire and motivate others
* An ability to deal with information in a confidential manner and respond with sensitivity
* Excellent organisational skills and the ability to manage a variety of tasks
* Excellent presentation skills
* Excellent administrative and IT skills, and an ability to maintain records and produce

 clear written and oral reports

* A flexible and non-judgmental approach to people and work.

**In addition**:

* The ability to cope with limited resources, seize opportunities and think creatively.
* The ability to handle numerical data may be required if the role involves budget management.
* A full clean driving licence and use of a car.