



## DEPUTY SERVICE MANAGER JOB DESCRIPTION

**TITLE:** Deputy Service Manager

**LOCATION:** Changes Bristol Office, Barton Hill Settlement, 41-43 Ducie Road, Lawrence Hill, Bristol, BS5 0AX.  
Work will also take place remotely at sites where services are provided

**HOURS OF WORK:** **Part-time** 30 hours per week – 4 days equivalent  
1 year rolling contract (subject to funding)

**SALARY:** Up to £24,000 pro-rata

**RESPONSIBLE TO:** Service Manager

### **JOB SUMMARY:**

You will be joining a small and vibrant team at a time when our service is more important than ever. The Charity has expanded substantially over the last 2 years and the role of Deputy Service manager will work closely with the Service manager to run the peer support group service.

Your main responsibility as a Deputy Service Manager will be to work closely with the Service Manager to ensure our peer support groups service operates effectively and smoothly. You will supervise volunteers and staff; promote the service; network; and organise/deliver training. Safeguarding will be a key aspect of the job, along with supporting volunteers. You can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise and organise your workload effectively.

## **CORE RESPONSIBILITIES AND DUTIES**

### **1.1) Delivering the Changes Peer Support Group Service**

- To support the Service manager to ensure the support meetings operate correctly and safely (online & physical groups)
- Manage support meetings and the resources they require to run smoothly and effectively
- Provide meeting cover when required
- Ensure the service is delivered correctly, empathetically, safely and professionally
- Manage service user issues (complaints; feedback; involvement)
- Arrange venue hire and liaise with venue providers
- Maintain and improve meeting materials (modules, membership packs, signposting folder)
- Manage facilitator expenses and other meeting costs
- Helping the Service manager to manage, supervise and support project workers and student placements

### **1.2) Equalities and Diversity**

- Be committed to equality and diversity within the organisation
- To help implement Changes Bristol's diversity strategy and Equalities policy
- To be aware of diversity issues in greater Bristol to ensure our services are inclusive
- Collate and collect equalities data

### **1.3) Other Changes Service Provision**

- Help other associated Changes services as directed by the Project manager or Service manager
- Help to manage social media platforms
- Develop and deliver facilitator training (including ongoing modules for existing volunteers)
- Deliver reflective practice for facilitators
- Deliver member forums
- Deliver mental health awareness training
- Manage social events
- Assisting with maintaining and developing relationships with partner organisations
- General networking
- Attending awareness events

#### **1.4) Monitoring Data**

- Ensure monitoring data is collected and input for the service and ensuring this is up to date and presented to the Board/other management
- Manage evaluation data for projects
- Ensure member databases and equalities data is up-to date
- Manage survey questionnaires and feedback forums
- Ensure the appropriate administration for the service is maintained
- Operate the Charity Log data base effectively for the smooth running of the service

#### **1.5) Volunteer Training and Support**

- Help organise and deliver facilitator training for volunteers
- Arrange external training for volunteers when needed
- Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
- Ensure the necessary references and DBS checks are completed
- Assess training and support needs
- Liaise with volunteers
- Supervise and train office volunteers and placement students
- Share responsibility for Service Phone with other service staff to ensure staff are contactable around support groups.

#### **1.6) Office Duties**

- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and deal with visitors to the charity
- Assist in the administering and updating the website
- Send out leaflets to organisations and individuals
- Contribute to the updating of digital media including the website, Facebook, Instagram and Twitter
- Contribute to the monthly newsletter

#### **1.7) Reporting Duties**

- Log incident, critical incidents and complaints and reporting these incidents to the Service manager
- The post will be line managed by the Service manager

### **1.8) Safeguarding Officer**

- The Service manager and Deputy Service manager will be designated Safeguarding Officers as stated in the Vulnerable Adults Safeguarding Policy and will be supported by the safeguarding procedures of the charity

### **Other Responsibilities**

To keep up to date knowledge of the third sector in Bristol and the surrounding area

To keep up to date knowledge of Mental Health provision in the Bristol and South Gloucestershire area

To undertake any tasks and other duties deemed appropriate by the Trustees and/or the Project manager/Service manager

To maintain good knowledge of other Changes Bristol services and good relations with other members of staff and volunteers

To attend the weekly staff meetings

To fill in and help other services Change Bristol offers when covering holidays and/or sickness

To represent Changes Bristol in a professional manner