**JOB DESCRIPTION**

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| **Job Title** | **Deputy Treatment Centre Manager (Dudley and Wolverhampton)** |
| **Reporting to** | **Residential Treatment Centre Manager (Dudley and Wolverhampton)** |
| **Responsible for** | **Dudley Treatment Centre Team**   * **Recovery Workers (x 5)** * **Night Support Workers (x 3)** * **Therapists (x 2)** * **Senior Therapist** |
| **Location** | **Dudley with regular travel to Wolverhampton.** |
| **Hours** | 35 hours per week |

**OVERALL JOB PURPOSE**

To support the **Residential Treatment Centre Manager** leading on the operational delivery, management and ongoing development of the residential treatment programme, ensuring that the offer is integrated and co-ordinated to achieve maximum effectiveness for each service user needing to access support for gambling related harm. To ensure the team can provide high quality support, advice and information to service users. To support the team in applying consistency of theoretical and practical working practices in Gordon Moody’s therapeutic residential treatment programme.

**KEY RESPONSIBILITIES**

* To oversee the day-to-day management of the Dudley treatment centre (and Wolverhampton treatment centre, dependant on operational need), as directed by the Residential Treatment Service Manager, ensuring the provision of high-quality support and KPI achievement.
* Work in line with, and ensure staff comply with, regulatory and professional standards and Gordon Moody Policy to inspire the team to have an inclusive and participatory approach.
* To efficiently support and supervise the residential staff team, ensuring that service standards are consistently delivered to the service users.
* Ensure that the team are trained in accordance with Gordon Moody’s standards defined by internal skill matrix and identify other areas of training for further development of our staff members.
* Conduct regular quality assurance to ensure that staff members follow correct procedures, providing adequate feedback and offering remediation actions when needed.
* To provide regular reports on service performance to brief Senior Leadership and meet local and external accountability requirements.
* To oversee the weekly rota, ensuring there is adequate staff on site and for the emergency out of hours rota to be provided outside working hours, thus ensuring a clear and consistent approach to standards of care.
* Ensuring the timely maintenance work for the houses and replacement of any equipment as required and in line with budgets. Ensure that the environment is conducive to positive recovery ensuring the houses and gardens are maintained to the best possible standard.
* Responsible for ensuring data for monitoring and quality purposes is in place for the programme of treatment. The role will evaluate the effectiveness and accuracy of the outcomes of the treatment programme in conjunction with the Senior Leadership Team.
* Lead on the induction and probationary review of new staff members.
* To oversee monthly Health & Safety checks of communal areas, staff areas and resident’s rooms.
* To support development of the Programme though evaluation, continuous improvement and development projects as necessary.
* To partake in learning and development opportunities, for personal development and to maintain up to date knowledge within the field.
* To uphold and demonstrate the organisation’s core values at all times.
* To oversee the implementation of available support structures, including managerial supervision, team meetings, clinical meetings and handovers.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications & Training**  (i.e. the level of education & professional development that the job requires) | Diploma/NVQ minimum level 5 in a relevant field in Health and Social Care or equivalent.  Management Qualification level 3 or above | Addiction treatment specific training and/or qualification  Level 3 Safeguarding Children & Adults |
| **Experience**  (i.e. the quality or quantity of different experiences that the job requires) | Experience of line managing teams and individuals within the social and/or healthcare sector, including the use of professional development, performance management and safeguarding protocols.  Case management experience with an understanding of risk, incident and safeguarding management and processes.  Experience of and ability to lead, motivate and influence others.  Experience of effective implementation, development and delivery of high-quality treatment services. | Experience managing a recovery-orientated service.  Experience of setting, managing and controlling budgets.  Experience in facilitating clinical or peer supervision.  Experience of supporting services to adhere to CQC regulatory guidance and associated rating standards. |
| **Knowledge, skills & competencies**  (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance) | Understanding of recovery focused addiction models and of working with cross-addiction and mental health co-morbidity issues.  Understanding of the effects of problem gambling on the problem gambler and their families, and how to effectively support them both practically and emotionally. | Knowledge and experience of delivering trauma-informed care.  Knowledge and experience of the benefits system and working with benefits agencies. |
| **General attributes**  (i.e. aspects of the personality & beliefs that are required to carry out the post effectively) | A good listener.  Creative & innovative.  Able to see tasks through to completion.  Decisive, challenging and open to challenge and being challenged.  Demonstrate a commitment to the Gordon Moody’s Ambitions, Values and Strategic Aims.  Willingness to be trained and developed  Ability to use own initiative and be proactive  Collaborative and approachable manner  Hardworking  Empowering others  Positive 'can do' attitude |  |
| **Other** | Willingness & ability to travel to other sites and spend nights away from home when required. | Current driving license. |