Job Description

**Out of Hours Service Manager**

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| **Head office** | 101 Walnut Tree Close Guildford GU1 4UQ |
| **Accountability** | Chief Executive (as delegated by) |
| **Job purpose** | To work across a variety of Oakleaf’s out of hours services as a first point of contact for staff, providing guidance and support acting a conduit to the Client Services team. Taking responsibility for effective communication within and between teams for all out of hours services. Ensuring safeguarding is always give due consideration through the maintenance of sufficient staffing levels, where necessary providing cover in an emergency. |
|  | **Main duties & responsibilities**   1. Provide robust and effective line management of the Young Adults Safe Haven, the Safe Haven and the Peer Support teams. 2. Take responsibility for the induction and training of out of hours staff. 3. Provide support and guidance to all out of hour’s staff. 4. Create staff rotas and distribute ensuring appropriate, safe and agreed staffing levels are maintained. 5. Monitor staff attendance, keeping accurate records and liaise with the organisation’s payroll lead, to ensure precise hours worked for each team member are conveyed. 6. Maintain an overview of risk management ensuring all policies and procedures are adhered to. 7. Liaise with the organisation’s Marketing Department as and when necessary for the promotion of the separate services. 8. Work closely with the Catalyst Safe Haven Manager (project partner) focusing on the day to day running of the two separate Safe Havens. 9. Provide on-call support for Bridge the Gap staff. 10. Take responsibility for the collection of data and monitoring of services as defined by your line Manager. 11. Taking the lead with organising monthly team meetings and ensuring attendance for Safe Haven teams. |
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| **General** | 1. Ensure maintenance of a safe & efficient working environment in accordance with current Health & Safety legislation including the Health & Safety at Work Act 1974, COSHH Regulations, Environmental Health & other Directives. 2. Perform any other reasonable duties as may be requested. |
|  | *This job description is an indicator of general areas of responsibility & will be*  *amended in accordance with the changing needs of the organisation & in*  *consultation with the post holder.* |
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| **Terms & Conditions** | **Hours:** 20 hours pw spread over four days from 16.00 to 21.00hrs inc. weekends.  **Annual leave:** 28 days, 28 days inc. bank/public holidays, pro rata.  **Notice Required:** Three months. **Salary:** £25,272 pa. pro rata. |