**Job Title:** Deputy Manager – Outreach & Day Services 

**Reports to:** Jigsaw Centre Manager 

**Responsible for:** Outreach Staff, Day Centre Team Members 

**Hours of Work:** 29 hours per week

**Organisation Overview**   
Autism Anglia is a dynamic and compassionate organisation dedicated to supporting individuals with Autism Spectrum Conditions and Learning Disabilities. Our mission is to foster independence, choice, and social inclusion while delivering high-quality, person-centred services. Guided by core values of integrity, respect, teamwork, and celebration of diversity, we strive to enhance the lives of those we support.

**Main Purpose of the Role**   
The Deputy Manager will play a dual role in supporting the Jigsaw Centre Manager and leading the Outreach team. This position is pivotal in ensuring operational continuity, expanding Outreach services, and embedding excellence in care delivery. The Deputy Manager will be instrumental in developing community-based initiatives, empowering individuals to achieve their goals, and fostering a cohesive team environment.

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**Key Responsibilities**

**Operational Support**

* Provide day-to-day managerial support for the Outreach team and Jigsaw Centre in the absence of the manager.
* Ensure smooth operations during the Centre Manager’s absence by overseeing services and maintaining high standards of delivery.
* Coordinate staffing schedules, ensuring adequate coverage across the Outreach service delivery.
* Oversee the administration of Outreach services, including record-keeping, reporting, and resource allocation.
* Monitor and address operational challenges within Outreach to ensure effective and efficient service delivery.

**Outreach Development**

* Drive the expansion of the Outreach service, developing initiatives that respond to individual needs and preferences.
* Identify opportunities to enhance service offerings, ensuring accessibility and inclusivity.
* Collaborate with the Centre Manager to create sustainable business plans for service growth.

**Staff Supervision and Development**

* Lead and inspire team members, fostering a supportive and collaborative work environment.
* Oversee the recruitment, induction, training, and performance management of Outreach.
* Support professional development opportunities, encouraging continuous learning and skill enhancement.

**Person-Centred Care Management**

* Oversee the development and implementation of individualised support plans, ensuring they align with each person’s unique aspirations and needs.
* Monitor and evaluate the quality of support provided, making necessary adjustments to achieve optimal outcomes.
* Advocate for individuals’ rights, preferences, and well-being in all aspects of service delivery.

**Quality and Compliance Oversight**

* Ensure compliance with safeguarding policies, and other relevant legislation.
* Participate in quality assurance audits.
* Monitor adherence to organisational policies and best practices.

**Stakeholder Engagement**

* Build and maintain positive relationships with families, advocates, funding authorities and external agencies.
* Represent Autism Anglia at community events and forums, promoting the organisation’s mission and services.

**Health and Safety**

* Implement and oversee health and safety protocols for all activities within Outreach and Day Centre services.
* Conduct risk assessments for offsite activities and ensure staff compliance with safety standards.

**On Call**

* Act as part of the on-call management team, addressing emergencies and providing leadership during challenging situations.

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**Person Specification**

**Education and Qualifications**

* **Essential:** Level 3 Diploma in Management & Leadership (or equivalent) or willingness to work towards it.
* **Desirable:** Level 4 in Management & Leadership or equivalent experience.

**Experience**

* Proven leadership experience in Outreach or day services.
* Experience working with individuals with Autism Spectrum Conditions and Learning Disabilities.
* Familiarity with regulatory compliance, safeguarding policies, and quality assurance practices.

**Skills and Abilities**

* Strong leadership and team management capabilities.
* Excellent communication skills, both verbal and written.
* Ability to manage multiple priorities and adapt to evolving service needs.
* Proficiency in Microsoft Office (Word, Excel, Outlook).

**Personal Qualities**

* Positive, proactive, and solution-focused attitude.
* Commitment to personal and professional growth.
* Calm, empathetic, and approachable demeanour.
* High levels of reliability, integrity, and accountability.

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**Additional Information**   
The Deputy Manager will act in accordance with Autism Anglia’s values, maintaining confidentiality and demonstrating a commitment to service excellence. Flexibility is required as the role evolves to meet organisational and service needs.