

Who are we?

JOB PROFILE

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

What does a Deputy Service Manager do?

Put simply, your job is to assist in the management and development of a high-quality Service which meets the needs and aspirations of people with a learning disability in order to deliver our Mission.

Who will I be working with?

You can find out about the people you are working with in the attached document: **'Meet us, join us'**.

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

Revision 4

07/04/2026

JP/DSM

Job Title	Deputy Service Manager
Reports to	Service Manager

Purpose of Role

To assist in the management and development of a high-quality Service which meets the needs and aspirations of people with a learning disability in order to deliver our Mission

Main Responsibilities

Support to the Service Manager

To assist the Service Manager in their responsibilities as the Registered Manager for the delivery of a high-quality Service to include:

- Provide leadership and act as a role model to all staff, ensuring that the strategic aims of Positive Futures are communicated and realised in the work that is delivered within the Service. This means encouraging effective two-way communication between staff in the Service and the wider Organisation e.g. by attending management team meetings, service team meetings and encouraging all staff to contribute to the Joint Consultative Committee (JCC).
- Ensure that the Service is resourced appropriately and expenditure controlled in line with budget requirements, including effective management of all staff and on call rota to ensure that the people we support receive the care and support they need at all times. This includes actively promoting and supporting the involvement of volunteers in the work of the Service.
- Work within the requirements of relevant legislation, regulations and government policy (RQIA, Supporting People, Health and Safety).
- Ensure the mechanisms and systems are in place to monitor the quality of the Service in line with policy and regulations. This includes the development and review of Quality Improvement Plans.
- Facilitate the integration of risk management and controls, escalating reports of any risk and considering mitigating actions as required.
- Provide leadership in the use of person centered thinking tools and person centered approaches to ensure that the people we support experience full and valued lives.
- Deputise for the Service Manager in their absence and assume responsibility for the day to day management of the Service.

People Management

- Ensure the effective people management of all staff and volunteers, ensuring they join, are managed well and leave the Organisation in line with Positive Futures' policies and procedures as well as the NISCC Code of Conduct. This means to:
- Set clear roles and responsibilities for staff you manage. Staff will have the required skills and knowledge to fulfil their roles effectively with development plans to address any skills deficit.
- Ensure that all staff are supported to achieve relevant qualifications including those on the Qualification Credit Framework (QCF).
- Ensure that staff are recruited, inducted, trained, coached, mentored, enabled, supervised and performance managed to do their jobs effectively. This will be in line with Positive Futures' policies and procedures and the NISCC Code of Conduct.
- Ensure effective and clear communication, administrative, information and technology systems are in place and that they are maintained, reviewed and developed.
- Participate in the Service "on call" rota as required.
- Co-ordinate a Support Planner to ensure adequate cover of staff support to the people who use the Service and participate in this by working shifts / sleepovers, as required.

Health and Safety

To ensure compliance with Health and Safety policy across the Service:

- Be responsible, as designated, for ensuring the upkeep of the houses and the Service office in line with policy and Service Level Agreement.
- Assist in the implementation of Health and Safety policies and procedures including conducting regular Health and Safety checks and monitoring as required.

Professional Practice

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Maintain up to date registration with the Northern Ireland Social Care Council (NISCC) or other relevant professional body and adhere to their Standards of Conduct and Practice.
- Take part in relevant learning and development courses / activities, and maintain your own mandatory training as required.

- Take part in Person Centred Supervision and performance review with your line manager.
- Read, understand and follow all policies, procedures and guidance, keeping up to date with any changes.

General

- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.
- Carry out your duties and responsibilities in line with relevant health and safety and risk management policies and procedures.
- Ensure that risk management processes are complied with, risks are clearly identified, and mitigation actions are taken.
- Build and develop positive working relationships within your team and across other teams and departments.
- Develop and maintain positive professional working relationships with HSC Trust staff and other key individuals / organisations in the interests of the people we support.
- Make effective use of information, communication and technology systems in order to carry out the responsibilities of the post.
- Seek to make continuous improvements in your area of work.
- Promote and encourage the involvement of the people we support in the everyday work of our services and the wider organisation.
- Have regular contact with the people we support and be available to them in order that their views and wishes are kept to the forefront of our work.
- Represent the service / department and/or the organisation as required.

There may be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This job profile provides a summary of the core responsibilities of the role, however, the job holder may be required to undertake other duties from time to time as Positive Futures may reasonably require.

The Chief Executive must be contacted in the event of all media enquiries.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

- Minimum Level 3 Health & Social Care related qualification and 2 years' experience working in a Health and Social Care setting OR 4 years' experience working in a Health and Social Care setting
- Two years' management / supervisory experience
- Current registration with NISCC or be eligible for registration on appointment
- Full, valid driving licence or an ability to travel independently to meet the requirements of the post

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

PEOPLE FIRST – our people are at the heart of everything we do.

OPPORTUNITIES – we seek out opportunities that enrich lives and empower people.

SUSTAINABILITY – we strive for positive social, economic and environmental benefits for now and in the future

INNOVATION – we embrace creativity and continuous learning to reimagine and refine our unique person-centred support

TENACIOUS – we don’t give up – we believe in making the impossible, possible.

INCLUSION – our staff and people we support are our strength, we listen and learn together.

VALUE FOR MONEY – delivering impactful, life changing results with efficiency and integrity.

EXPERTISE – we look beyond limitations in our pursuit of excellence

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Competencies for the role	You need to be:
Respectful and Understanding of Others	• Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	• Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	• Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	• Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	• Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



Pay

1. £28,700.00
2. £29,725.00
3. £30,750.00
4. £31,775.00
5. £32,800.00
6. £33,825.00

The above salary scales are based on full-time hours (37.5 hours per week). Salary for part-time hours will be calculated on a pro rata basis.



Holidays

36-39 days paid per holiday year (including designated holidays)



Pension

We offer a contributory pension scheme – we pay 4% for eligible staff alongside your contribution of 5%.

Employee Benefits

Click [here](#) for a comprehensive list of our benefits.



Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.