

# THE DEAF HEALTH CHARITY SIGNHEALTH



## People and Process Manager

Candidate Brief

May 2022

## Overview

Thank you for your interest in this exciting role. We hope that this pack gives you all the information you need to make your application.

We have ambitious plans to grow our social care services in line with our three year plan. You will play a key part in this!

You will need to be highly organised and able to plan effectively in order to complete your daily tasks which may fall under strict deadlines. Strong communication (written and spoken or signed) will be expected alongside highly developed customer service skills.

You will be encouraged to learn and develop British Sign Language skills so that you can communicate with our teams and grow effective relationships with our deaf colleagues. We provide services directly in British Sign Language (BSL), we work in partnership with the NHS and local authorities and we also campaign for change.

75% of our staff at SignHealth are Deaf, and almost all of our staff in services are fluent sign language users.

Our work is varied and aims to give Deaf people easier access to healthcare and information, as well as providing services which are not provided elsewhere.

Some of our work is funded on a case by case basis by the NHS or local authorities, and some is funded entirely by grants from trusts or by donations from individuals.

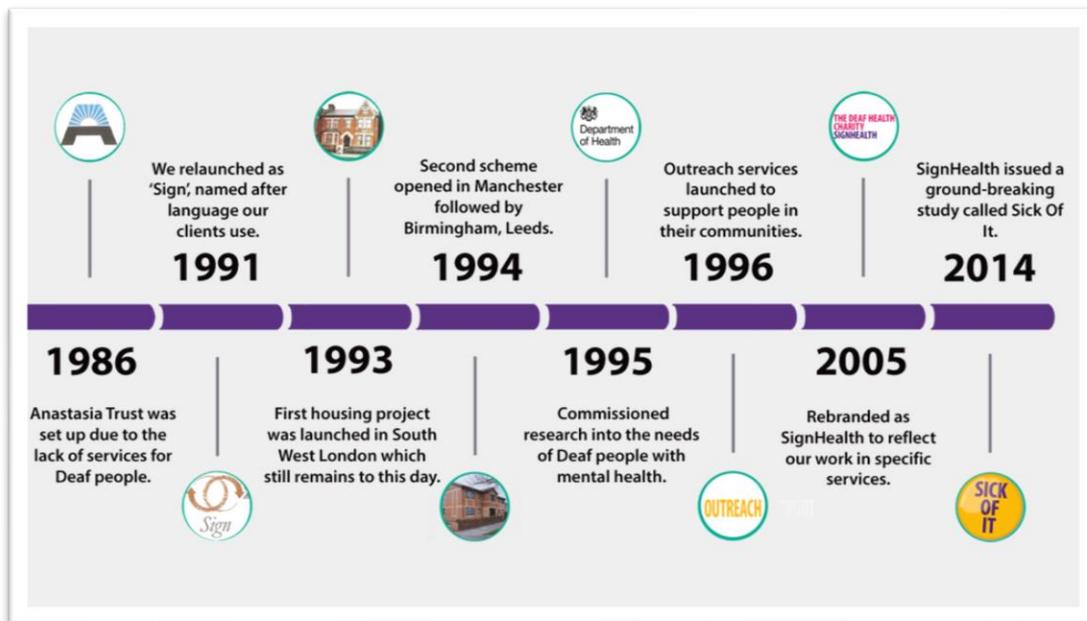
**“We are a passionate and caring Deaf-led team working towards a future where there are no barriers to good health and wellbeing for Deaf people.”**

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## About us

The charity was set up in 1986 as the Anastasia Trust in response to a lack of services for Deaf people with mental health issues. Over three decades, we've grown to provide a range of services that improve Deaf people's lives.

We have grown to deliver a range of services that improve the health and wellbeing of Deaf people. In the last thirty years we have set up a number of care homes, provided advocacy and outreach services, supported Deaf people at risk of domestic abuse, delivered therapy in British Sign Language, carried out important research and made vital information more accessible to Deaf people.



Our work is varied and aims to promote easier access to healthcare and information. We partner with the NHS and other services and take on projects, carry out research, and raise awareness.

The world has changed significantly since SignHealth began, not least huge advances in technology and the changing health and social care landscape. Things have changed within SignHealth too. In July 2017 we relocated our Head Office from Buckinghamshire to London. We have a new, award-winning, Board of Trustees, a refreshed strategy and we are focused on ensuring that the organisation is financially and commercially sustainable. There is a great deal to do to improve Deaf people's health and wellbeing and we are determined to make a significant difference through our work.



## What we do

### Social Care

Our registered care homes, all rated Good by CQC, are for Deaf people with complex and long-term mental health issues. This is how we first began, and they remain a hugely important part of our services portfolio. Our five care homes give residents their own bed-sit flat, and the care home staff help the residents to build independence and increase confidence, as well as prompting and supervising medication. All residents and staff are sign language users, which helps to end the isolation many Deaf people experience when they are inappropriately supported in hearing services.



Many of our care homes also have outreach services which support other Deaf people living in their own homes to increase their independence and take part in their local community. Our London Outreach service also runs a Supported Housing service for Deaf people in Wandsworth.

### Therapies

SignHealth runs the only IAPT-compliant, BSL psychological therapy service for Deaf people with depression, anxiety or similar mental health conditions. Sessions are carried out entirely in sign language, with a therapist who is fluent and often Deaf themselves. It means there is no interpreter in the room, which would slow down communication and reduce the intimacy which is important to this kind of treatment. An online service is now up and running which will enable more people across the country to access therapy in BSL.

### Domestic Abuse services



Our Domestic Abuse service is a unique service that supports Deaf men, women and children who are suffering domestic abuse. This is the only service in the UK and gives help and advice on how to be safe, and where to find refuge.

The service is available in London and the South East although remote support is available across England. We have plans to expand this much needed service

across the UK. The service also works with Deaf children and young people, teaching them about healthy relationships and staying safe online.

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## Campaigning and Research

Campaigning is an important part of our work, trying to change the way things are done so that Deaf people get an equivalent service to hearing people. We are raising awareness among the hearing public, offering solutions to health service workers, and pushing for change from the NHS and government.

In 2014, we launched a really important piece of research, 'Sick Of It' which showed just how disadvantaged Deaf people are in our current health system.



## Fundraising

We've got a strong history of fundraising at SignHealth and we want to increase our fundraised income in the future too. Whether from trusts, grant makers, central government or private individuals we have an ambitious growth strategy for SignHealth which will need strong and reliable income streams.



## Follow us

-  @SignHealth
-  @SignHealth
-  @SignHealthCharity



## Job Description – People and Process Manager

**Location:** Home based with travel

**Hours:** Full time, 37 hours a week, Monday to Friday



**Reports to:** Head of People and Talent  
**Directorate;** Finance, People and Facilities  
**Direct Reports:** 1, People & Process Officer

### 1.0 BACKGROUND

SignHealth – the Healthcare Charity for Deaf People is a registered charity. SignHealth is committed to bringing better healthcare and equality of service provision and healthcare access to Deaf people within the UK. Improvements will be made through research, campaigning and partnership working with Deaf people, Deaf organisations, health services and other charities.

SignHealth provides services to Deaf people experiencing mental health problems and/or complex needs. At present the organisation is working in the fields of supported living services, advocacy, outreach, psychological therapy and health promotion.

A deaf led Organisation, SignHealth employs over 75% of staff who are deaf. The People and Talent function is committed to its objective of 'BSL Proud'. The team also strives for excellence in the service offered, supporting Managers and staff across all its service provision, many who work in regulated (CQC) Adult Social Care settings.

### 2.0 MAIN PURPOSE AND SCOPE OF THE JOB

To work with the Head of People and Talent to deliver the People Strategy and 3 year Organisational Business Plan.

To ensure SignHealth remains compliant to Employment Law legislation by adhering to the people related policies, ensuring that they are adopted and followed.

To work with the Talent team to build people capability and ensure that performance, attendance and conduct matters are highlighted and addressed through learning interventions.

To work key stakeholders, building effective relationships and ensuring timely and appropriate People related advice is given.

To support the Head of People and Talent with strategies associated Pay, Benefits and Reward, providing proposals for change and leading on any change programmes.

To ensure that SignHealth meets its people obligations for those in regulated (CQC) Adult Care provision services.

To manage the digital transformation of manual HR processes to digital and streamlined processes, using existing technology and associated platforms (currently CASCADE).

To provide an excellent service to our internal customers through tailored and appropriate advice and guidance, all of which reflects the ethos and values of the Organisation.

To manage the People and Process Officer, ensuring that they are successful in their role and developed to fully meet their full potential. This will include overseeing recruitment and selection, induction and on-boarding, ensuring that all new starters have been fully vetted, and pre-employment checks completed to Signhealth's satisfaction.

To cover for the Head of People during times of absence.

## 3.0 DUTIES AND KEY RESPONSIBILITIES

### **Employee Relations/ Employment Law.**

A key part of the role is to manage grievances, misconduct, attendance, capability, disciplinary cases that arise from across the Organisation and you will be the focal point for those involved in the process;

- To manage all employee relation cases from start to end, ensuring that SignHealth's policies are followed.
- To oversee and support Investigating Officers to ensure that investigations are carried out and completed fairly with clear recommendations and reporting.
- To oversee any resulting disciplinary process and action, ensuring the relevant policy is followed and to provide advice and guidance throughout the process.
- To influence the development of Disciplinary, Grievance and Conduct training by working with the Learning and Development Trainer to ensure that accessible training solutions are created and delivered
- Work with the external legal and HR advisory service on complex matters or to seek guidance.
- To provide reports to the Head of People and Talent on ER trends across SignHealth, making recommendations where appropriate.
- To ensure People policies are current and reflect Employment Law.
- Point of contact with Occupational Health for matters concerning health and absence

## Digital People Professes- CASCADE Management

Our ambition is to be less reliant on paper based systems and processes;

- To ensure that our HR Management system Cascade is developed to become our digital replacement of manual letters and processes
- To build the capability of this functionality so that it replaces traditional, time consuming tasks associated with changes to contracts/variation to terms/ employee life cycle changes.
- To oversee that any people related changes are reflected in Cascade and excellent document controls are in place for audit and payroll purposes
- To learn and be aware of the functionality of the LMS system (Learning Management System) working with the Talent team in the development of fully accessible resources appropriate for SignHealth

## Pay, Benefits and Reward

To ensure that SignHealth's pay, benefits and reward structure is aligned to Organisational Values and provides remuneration and non-financial compensation that is competitive and enhances engagement and motivation at all levels

- Working alongside the Head of People and Talent, ensure the pay policy is reviewed in line the pay policy and associated Business Plans.
- Make recommendations based on market analysis and trends which enhances the existing offer
- Execute any (global) pay uplifts as agreed by the Board, working closely with Payroll and Finance to ensure a smooth process is completed.
- Understand employee engagement through staff surveys and feedback and work with Communications to produce data/reports associated with pay and benefits.

## Health and Wellbeing

To oversee the successful implementation of all fully accessible wellbeing initiatives across SignHealth;

- Support Managers to ensure all employees are feeling supported and know where to go for information and advice.
- Be the lead on our Employee Assistance Programme with the agreed provider
- Champion the Learning Management System and the platform and manage the flow of information on Wellbeing

- Creating new and innovative ideas to ensure good health and wellbeing at SignHealth

## Payroll Integration

To ensure that the information stored in Cascade is accurate and which smoothly transits into the Payroll bureau

- To work with colleagues across the Finance and People team with the monthly payroll work, managing the data base and spreadsheet relied upon for the accurate changes to pay and salary
- To support the Head of People and Head of Finance to manage the payroll integration process, managed through Cascade, HR Management system.
- Work with Cascade IRIS to ensure payroll data transitions smoothly.
- Ensure all teams are aware of their individual responsibilities when inputting data relating to pay, the deadlines and cut off dates.

## 4.0 General

The post holder will also be expected to:

- Develop the People and Process Officer to ensure they are able to fulfil their role through training and guidance.
- To have responsibility for the Health safety and welfare of others and to comply with the health and safety policy and procedures of the organisation
- Responsible to ensure that legal obligations regarding information which is processed for both candidates and staff is kept accurate, confidential, secure and in line with the Data Protection Act (2018) and the new changes required by GDPR and Security and Confidentiality Policies
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

**NOTE :** This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

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## PERSON SPECIFICATION

# THE DEAF HEALTH CHARITY SIGNHEALTH

Minimum of 5 years in a HR Generalist role, or HR Operational Function roles such as a HR Business Partner who has experience of the employee Lifecycle and of Employee Relations.	<b>Essential</b>
CIPD Qualification Level 5 (Level 3 minimum and working towards Level 5) or working towards gaining the qualification or proven work experience of 5 years or more in a Managerial HR role.	<b>Essential</b>
Minimum of 3 years supervising and managing HR staff in a HR/ People focused team	<b>Essential</b>
Knowledge and practical application of legislation and employment law associated with recruitment and selection	<b>Essential</b>
Working knowledge of CQC regulation	<b>Essential</b>
Highly organised and process driven, able to plan own work and priorities tasks	<b>Essential</b>
Able to work on multiple tasks and meet deadlines	<b>Essential</b>
Completer finisher- able to complete tasks from start to end	<b>Essential</b>
High attention to detail, checks own work and maintains a high standard of work	<b>Essential</b>
Able to solve difficult and complex problems whilst maintaining professionalism	<b>Essential</b>
Strong communication skills, verbal and written	<b>Essential</b>
Able to work alone and unsupervised, able to resolve own problems	<b>Essential</b>
IT skills including Microsoft packages	<b>Essential</b>
HR Database experience, ideally CASCADE updating, maintaining and reporting	<b>Essential</b>
Excellent customer service skills	<b>Essential</b>
BSL experience/ Willing to undertake BSL L1	<b>Desirable</b>
Lived deaf experience	<b>Desirable</b>
Able to travel to meetings, 1:1 supervisions, training and to Services/ Teams when requested	<b>Essential</b>

## HOW TO APPLY

# THE DEAF HEALTH CHARITY SIGNHEALTH

We hope that the information provided has enabled you to make an informed decision about your application. Before you apply, please ensure you have read the job description and person specification in detail.

Applications should comprise a CV, including details of two referees. Please also provide a supporting statement (no more than two sides of A4) outlining the reasons behind your application. This should respond closely to the person specification, showing how you meet the requirements of the role.

Our diversity monitoring form (available on request) should also be completed and returned.

We positively welcome applications from deaf people and disabled people.

All documents should be emailed to: [mayres@signhealth.org.uk](mailto:mayres@signhealth.org.uk)

Please include your name in the subject field.

## Timetable

Closing Date: 23 May 2022

Interview Date: 26 May 2022

## Contact

If you would like to arrange an informal discussion about the role or the process, please contact Mikala Ayres [mayres@signhealth.org.uk](mailto:mayres@signhealth.org.uk)

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