



JOB DESCRIPTION

FEMALE* SERVICE MANAGER

POST TITLE: <u>Female* Service Manager</u>	Salary: £31,000.00 p.a Within band : 9
SECTION: <u>Management Team</u>	LOCATION <u>Portsmouth</u> (with regular local travel)
FULL TIME: 37 Hours per week CONTRACT TO: 2022. Continuation subject to funding.	*Genuine occupational requirement in accordance With Schedule 9 (part 1) of the Equality Act 2010

ROLE OUTLINE

The Service Manager will assume responsibility for the day to day operation of the organisation’s frontline services and will line manage a variety of staff working in our domestic abuse, sexual violence and stalking teams.

Under the direction of the Operations Manager, the Service manager will supervise, motivate and develop staff, ensuring that our services are delivered to the highest standard across the board, that client safety is prioritised, and that our staff are appropriately supported at all times.

Adhering to our Mission Statement to promote equality and stop violence against women, the Service Manager will ensure the delivery of high-quality support to our diverse client base, ensuring that the voices of victims and survivors are heard and that their safety and wellbeing remains central at all times

Core duties include:

- Assume line management responsibility (including the provision of supervision & case management) for frontline Aurora staff
- Manage the day to day operation of the organisation’s frontline services, ensuring that they are delivered to a high standard at all times, and in accordance with both national best practice and funding requirements.
- Ensure compliance with all organisational policies and procedures.
- Supervise and mentor placement students as required
- Represent the organisation within multi-agency partnerships and at service meetings as required.
- Ensure that the service complies with relevant legislative requirements as defined in its governing documents/framework, including: health and safety legislation, data protection, equal opportunities, child protection and protection of vulnerable adults.
- Ensure effective monitoring and evaluation occurs, including the collection of intake/exit and qualitative data, to inform service and strategic development.

Responsible to: Operations Manager

MAIN DUTIES

- Assume line management responsibility (including supervision and case management) for the frontline team, including staff working within domestic abuse, sexual violence and stalking.
- Provide guidance to frontline staff and placement students on a day-to-day basis, answering case queries and being on hand to provide support and advice as required.
- Oversee both the effective and timely allocation of all referrals to our services and the management of those referrals in accordance with capacity.
- Ensure that our frontline services are delivered effectively, to a high standard and in accordance with organisational policy and procedure, national best practice and funding/contract requirements.
- Adhere to the four core organisational values (dignity & respect, working together, delivering high-quality, specialist services, learning & reflection) at all times, managing and mentoring staff in accordance with these values.
- Work in partnership with statutory and voluntary agencies, ensuring that safety is kept central to multi-agency work and the response to domestic abuse.
- Represent the service at multi-agency operational and relevant-level strategic meetings, feeding back progress and outcomes internally as appropriate.
- Assume responsibility for the induction of new staff, annual employee appraisals, performance reviews and the professional development of staff.
- Oversee the effective operation of the office duty rota, assisting with cover where required.
- Assist the Operations Manager with the gathering of referral and outcome data for frontline services, providing written reports and collating data as required.
- Deputise for the Operations Manager and Community Projects Manager at meetings when required.
- Report to the Operations Manager on a regular basis in relation to all of the above.

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management for this post is undertaken by the Operations Manager

The service is Registered Charity and has a board of trustees and a full constitution to adhere to.

Corporate Responsibilities

1. The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.
2. Remain up-to-date and compliant with all organisational procedures, policies, values and professional codes of conduct and uphold standards of best practice.
3. Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.
4. Act in a way that supports and promotes Aurora New Dawn's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
5. Contribute to best value by working in an effective, efficient and economic way, and to suggest and implement improved ways of working wherever possible.

IT Security

All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.

Confidentiality

Any information which staff have access to as a result of their employment with Aurora New Dawn must be regarded as confidential and must not under any circumstances be divulged to a third party without the appropriate authority (not even to relatives or close friends). If it is found that a member of staff has divulged such information, it may be appropriate to invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal. All staff must be vigilant and careful to ensure that all information which they have access to remains confidential.

Customer Service

All Aurora New Dawn employees must be committed to Customer Service with both internal and external clients. It is essential to maintain a high level of competence in this area.

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

PERSON SPECIFICATION

Service Manager

1. KNOWLEDGE & SKILLS

It is essential that the post holder has the following:

- A solid grasp of key concepts in Domestic Abuse, Sexual Violence and stalking work including risk/needs assessment, safety planning, and developing care pathways.
- An understanding of the needs of victims of domestic abuse, sexual violence and stalking.
- Demonstrable practical knowledge of relevant roles (e.g. IDVA, Outreach, ISVA, Stalking Advocacy etc.) A nationally-recognised domestic abuse or sexual violence accreditation would be advantageous but is not essential.
- Knowledge of a range of options available to those experiencing domestic abuse, sexual violence and stalking and proven application of these concepts.
- Knowledge of best practice in domestic abuse and sexual violence work, and the ability to quality control and review case work practice accordingly. Some knowledge of the principles involved in stalking advocacy would be advantageous.
- The ability to manage and support frontline support staff to a high standard
- The ability to motivate others and provide leadership, including in times of change and crisis.
- Knowledge of the relevant legislative requirements involved in managing a service of this nature, including health and safety legislation, Data Protection, equal opportunities, Child Protection /Protection Of Vulnerable Adults etc.
- An understanding of the issues relating to data collection including consistent and complete record keeping and safe keeping of records.
- Good oral and written communication skills and the ability to share knowledge with a wide range of people
- A proven track record in liaising with external organisations and communicating with a range of professionals
- Ability to work under pressure and to plan and prioritise own workload
- Knowledge of service evaluation and audit
- Sound knowledge of local services and service remit
- The ability to confidently represent the organisation at local meetings/multi-agency groups as required
- Understanding of and commitment to equal opportunities
- Ability to travel locally, and occasionally nationally.

2. EXPERIENCE

It is essential that the post holder has the following:

- Management experience, including the management of staff teams in accordance with funding or contract requirements
- Experience of work within a multi-agency setting
- Report writing and the collection and analysis of data
- Building and maintaining partnerships

It is desirable that the post holder has the following experience:

- Experience of case management (including regular case reviews)
- Management within a specialist domestic abuse, sexual violence or stalking service

3. PERSONAL QUALITIES, ATTITUDE AND PRESENTATION

It is essential that the post holder has the following qualities:

- Commitment to a feminist ethos
- Commitment to anti-discriminatory practice
- Able to critically assess own performance and reflect on own practice
- Reliable and trustworthy
- Efficient and punctual
- Consistent and flexible – able to deal with changing and competing demands
- Ability to think creatively and show initiative
- A commitment to developing local provision (under the guidance of the Operations Manager) in accordance with the high levels of service standards to which the organisation adheres.
- A commitment to undertaking additional training as required for the role.

ADDITIONAL INFORMATION

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

This post is open to Female applicants only, as a genuine occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010

This post will be based in Portsmouth with regular travel to our office base in Southampton, and occasional national travel.