



Support Services Manager

Job Description

Responsible to:	Bury St Edmunds women's Aid Board of Trustee's and Principal Operations manager	Salary: £27,741	Direct Reports:	Principal Operations Manager
Location:	West Suffolk	Work Pattern: 37 hrs Monday – Thursday 9.30am – 17.30pm, Friday 9.30am – 17.00pm		
Job Purpose:	To manage the service and staff in providing high-quality frontline service to victims of domestic abuse, delivering a service to those at high and medium risk. The job involves working closely with abused women and their children who are living in our refuge and in the community. The role involves leading a team who are responsible for keeping the safety of victims of domestic abuse central to all processes. The post holder will have direct responsibility for the staff and clients that access the service. To initiate, develop, maintain and monitor multi-agency links through procedures and protocols to keep safety central to all services for victims of domestic abuse.			

Main duties:

To manage the delivery of high-quality support to women and children escaping domestic abuse, including managing refuge housing in accordance with Bury St Edmunds Women's Aid's operational policies and procedures.

To Identify, Develop and Co-ordinate Outreach services to meet the needs of the service, empower women, reduce Crime and improve health and well-being of Women and children who have been impacted by domestic abuse.

To ensure the service is sensitive to the needs of the women and children and ensure that the policies, procedures and philosophy of Bury St Edmunds Women's Aid are fully understood and implemented by staff.

To proactively monitor the services, with the full engagement of the staff team, and ensure the services always meet the required specifications and are shaped by the feedback of women and children.

To ensure the service recognises the needs and concerns of a diverse range of service users and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible clients.

To ensure that the refuge provides a safe supportive and welcoming environment in compliance with housing law and the requirements of registered social local landlords.

To ensure the highest standard of accommodation is achieved and that housing maintenance tasks are regularly carried out.

To work in partnership with statutory and voluntary agencies, ensuring that the services of Bury St Edmunds Women's Aid are central to multi-agency work and the responses to domestic abuse.

To represent the service at multi-agency operational and relevant-level strategic meetings, feeding back initiatives and outcomes internally as appropriate in the absence of the Principal Operations Manager.

To ensure the involvement of the service in the MARAC (multi-agency risk assessment conference), information sharing and risk management framework for high-risk victims.

To develop and maintain links with other agencies, individually and as a service, developing protocols and referral procedures with external partners as appropriate.

To regularly attend managers meetings with the Principle Operational Manager to review the service which reflect input, output and outcome monitoring, funding streams and the views of stakeholders and service users. You will ensure this informs the setting and monitoring of targets, objectives and the continuation and development of services and responses to domestic abuse, both internal and external.

Conduct on-going research in potential sources of funding for our future needs and along with the Principal Operations Manager and finance officer complete funding applications to generate new income.

To be responsible for the day-to-day management and development a staff team, ensuring their involvement in the continuous improvement of the services; supporting staff through monthly supervision meetings ensuring that probationary reviews are carried out, annual appraisals conducted, and effective performance management is maintained.

To be responsible for all support staff HR; monitoring and recording all absence, sickness, holiday, managing personal and professional documents as required for recruitment and on-going employments procedures.

To ensure the on-going training and development of staff and that they undertake relevant training.

To be responsible for the recruitment, selection and retention process for all support staff and posts within the organisation alongside the Principal Operations Manager.

To oversee staff casework and that casework records are kept to the required standard to ensure quality service provision and clarity and accuracy for monitoring purposes. Undertake regular case audits and case reviews to ensure high quality of risk management.

To be responsible for overseeing that all staff and volunteers follow the safeguarding procedures in line with Bury St Edmunds women's Aid Policy.

To ensure regular Health and Safety and risk assessments procedures are carried out and hold overall responsibility for Health and Safety on site; Refuge and No24 Outreach Centre.

To maintain confidentiality of women accessing the services and ensure that all confidentiality agreements are signed by staff ensuring that professional boundaries are always maintained when working with service users, staff, volunteers and external bodies working within Bury St Edmunds Women's Aid Code of Conduct.

To undertake other duties as directed by the Principal Operations Manager.

The above is provided for guidance and is not an exhaustive list of all accountabilities that the post holder may have.

Person Specification

MANAGER'S POST

Criteria	Essential	Desirable
Education/ Qualifications and Skills	<p>Hold a relevant management qualification at degree level, equivalent experience or a vocational qualification.</p> <p>Be able to manage change and growth within the organisation.</p> <p>Have strong organisational, report writing and communication skills both in person and through writing.</p>	<p>A relevant professional qualification or experience in health and social care, housing.</p> <p>Experience in fundraising that includes knowledge of writing funding applications.</p>
Experience	<p>Extensive experience of assessing the needs and risk to women and children who are experiencing domestic abuse, of advocating for clients, creating crisis plans, individual support and risk management.</p> <p>Experience of managing and developing teams and individuals dealing with frontline high/medium risk domestic abuse clients or work with vulnerable people.</p> <p>Experience of working in women's refuge/residential, health and/or community setting.</p> <p>Extensive experience of providing emotional and practical support to people seeking support/advice (e.g social services, residential work or voluntary sector)</p> <p>Experience of preparing reports for case conferences or similar proceedings in which women and children may be involved.</p> <p>Experience of working within legislative frameworks and using this application to develop, influence and encourage partnership working.</p>	<p>Experience of working in a residential setting/refuge/women's advice centre or other relevant agency.</p> <p>Experience of managing change.</p> <p>Experience of supporting a governance process and implementing board decisions.</p>

<p>Abilities/Skills/ Knowledge</p>	<p>Have an excellent understanding of domestic abuse including the impact on victims and their children and the legal and practical remedies available to these clients.</p> <p>Evidence of high level casework supervision skills and the ability to oversee and direct complex domestic abuse casework including issues such as child abuse, mental health, substance misuse, working with trauma in adults and children and crisis intervention.</p> <p>Ability to communicate Bury St Edmunds Women's Aid philosophical principles and inspire staff and volunteers about the charities mission.</p> <p>Demonstrable understanding of the diverse needs of women and children experiencing domestic Abuse and the discrimination issues as they relate to women escaping domestic abuse.</p> <p>Understanding of issues of diversity and the principles of equal opportunities.</p> <p>Knowledge of managing supported accommodation and the full range of housing management responsibilities including preventing rent arrears, eviction, health and safety, housing, legal and welfare rights to women and children experiencing domestic abuse and of working in a multi-agency partnerships.</p> <p>Demonstrate knowledge of child protection issues.</p> <p>The ability to develop leadership and sound judgment in crisis situations including where lives need to be protected.</p> <p>Proven ability to ensure team successfully delivers outcomes for funders and that it works to standards required for the service including working to achieve a Quality Assessment Outcome.</p> <p>Proven ability to manage budgets.</p> <p>Ability to develop, sustain and evaluate joint work between agencies including the ability to establish good working relationships with other key agencies and the ability to negotiate effectively with these</p>	<p>Counselling Skills</p> <p>Knowledge of different therapeutic models</p> <p>Ability to deliver high quality training internally and externally</p> <p>Proven ability to coach and develop staff to become a skilled caseworker.</p> <p>Understanding of the principles and methods of embedding continuous improvement, skills in monitoring and evaluating service performance.</p>
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	<p>agencies.</p> <p>Evidence strong written and verbal communication skills.</p> <p>A methodical and organised approach to workload and the ability to work with minimal supervision and to take initiative.</p> <p>Good interpersonal skills including the ability to establish boundaries and maintain professional distance with staff and service users whilst at the same time develop trust and warmth.</p> <p>A comprehensive knowledge of current general and welfare rights legislation as it affects women escaping domestic abuse. e.g housing benefits, homelessness, universal credits, criminal and civil law.</p> <p>An understanding of the needs of minority and BME women and children experiencing domestic abuse and how discrimination affects them.</p> <p>Knowledge and awareness of the complexities of domestic abuse issues and commitment to Bury St Edmunds Women's Aid philosophical principles.</p> <p>An understanding in group dynamics in a residential setting.</p> <p>Car User</p> <p>Computer literate and ability to collect and analyse statistics.</p>	
<p>General</p>	<p>A commitment to follow the policies, procedures and philosophical principles of Bury St Edmunds Women's Aid Centre and be committed to empowerment, support and equality which underpin all the work undertaken by us.</p> <p>Act with integrity and respect when interacting with clients, employees, agencies and individuals.</p> <p>Demonstrate ability to provide a high level of professionalism and commitment to service delivery.</p> <p>Candidates must satisfy the interview panel that</p>	

	<p>they have an objective distance from any personal experience of violence/abuse.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. It will be necessary for an Enhanced Disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions.</p> <p>Section 7(2)(d) of the Sex Discriminations Act 1975 applies to this post.</p>	
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