



**JOB DESCRIPTION**

**SERVICE MANAGER**

**Domestic Violence & Abuse (DVA) and Sexual Violence (SV) services**

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

**ROLE OUTLINE**

The Service Manager will assume responsibility for the frontline Aurora Domestic Violence & Abuse (DVA) and Sexual Violence (SV) Teams, including the line management of the staff team on a day to day basis. Working under the direction of the Operations Manager, the Service manager will support, 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:

- Undertake line management responsibility (including the provision of supervision & case management) for frontline Aurora staff
- Ensure that frontline services are delivered to a high standard at all times, and in accordance with national best practice.
- Ensure compliance with all organisational policies and procedures.
- Represent the organisation within multi-agency partnerships 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 our domestic abuse and sexual violence services.
- Provide guidance to frontline staff 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 the service 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 both organisational policy and procedure and national best practice.
- 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.
- Undertake responsibility for annual employee appraisals, performance reviews and the professional development of all 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 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 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 of Information**

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.

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### **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**

### **Domestic Violence & Abuse (DVA) and Sexual Violence (SV) service Manager**

#### **1. KNOWLEDGE & SKILLS**

It is essential that the post holder has the following:

- A nationally-recognised domestic abuse or sexual violence accreditation or demonstrable practical knowledge of relevant roles (including IDVA, Outreach, ISVA etc.)
- A solid grasp of key concepts in Domestic Abuse and Sexual Violence Advocacy including risk/needs assessment, safety planning, and developing care pathways.
- An understanding of the needs of victims of domestic abuse, sexual violence and stalking.
- 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.
- 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 experience:

- A proven track record of frontline work in relation to domestic abuse and sexual violence including risk assessment, needs assessment and safety planning.
- Experience of work within a multi-agency setting
- Experience of dealing with crisis situations.
- Report writing and the collection and analysis of data
- Building and maintaining partnerships

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

- Previous managerial/supervisory experience.
- Experience of case management (including regular case reviews)

NB: Candidates without specific managerial/supervisory experience must evidence their ability to support, mentor and advise staff in their application letter.

### **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 locally (including to our office in Southampton), and occasionally nationally.