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**NEXT LINK JOB DESCRIPTION**

**Post :** **Bristol Service Manager**

**Responsible to: Next Link Senior Services Manager**

**Responsible for: Single Point of Contact, Safe House and Community Based Services**

**Hours: 37.5 per week**

**This role includes taking part in on- call rota and occasional evening and weekend work**

**Location: Bristol with occasional work across the area**

**JOB PURPOSE:**

This management post will take a lead role within Next Link Domestic Abuse services, managing support provided to survivors and their children experiencing or who have experienced domestic violence and abuse.

This Service Manager post will take primary responsibility for managing our team of operational managers operating across Bristol to deliver:

* Safe house provision, for families, single women, complex needs and men
* Support Services including IDVA and Community Based services; Group Work; Children’s services, co-located services

Colaborate with other managers in Next Link, Missing Link and Safe Link to maximise the achievement of the teams and wider organisational obectives and standards, promoting effective comunication and teamwork.

**MAIN OBJECTIVES:**

1. Be responsible for the development and delivery of the Single point of contact provision, safe house provision, Community based services and IDVA services across Bristol taking direct responsibility for the leadership, operational and performance management.
2. Be responsible for the management and development of the integrated support team ensuring the delivery of high quality accommodation, support, advice and advocacy services to survivors and their children experiencing or who have experienced domestic violence and abuse.
3. Ensure the services support survivors and their children with a victim centred and trauma informed approach, focussing on safety and recovery to:

* Be safer
* Feel safer
* Feel more empowered and confident
* Have an increased understanding of DA and risk factors
* Are more aware of safety measures; and
* Have an increased understanding of the abuse they are experiencing

1. Supervise the effective office management, client file systems and service performance, ensuring the team adopts and applies the policies and procedures necessary to meet the contract requirements, Advice Quality Standands, Womens Aid standards and wider organisational quality standards.
2. Champion recovery oriented and psychologically informed practice. Ensure the team’s work with clients is recovery focused, and strengths based, enabling clients to maximise their choice and control over the support they receive to promote their independence and wellbeing, sustain their accommodation and help build positive futures.
3. Champion service user empowerment and involvement by ensuring our services:

* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our services.

1. Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, Gypsy Traveller Comminties, disabled people, male survivors, women with complex needs and other hard to reach groups.

**PRINCIPAL RESPONSIBILITIES**

1. **Operational and Performance Management**

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| 1.1 | Alongside the Senior Services Manager provide leadership and performance management for the services and staff delivery team under your remit, manage the services according to service level agreements, ensuring staff work to the highest professional standards. |
| 1.2  1.3  1.4 | Promote the service through building positive relationships with Police, Lighthouse, current and potential referrers as well as survivors.  Ensure effective access to the service for survivors and encourage their engagement with the service, through multi agency working and service flexibility  Contribute to the design, implementation and evaluation of the Next Link Services. |
| 1.5 | Co-ordinate and manage the application, referral and admission / support delivery process in line with the referrals and allocations policies and risk assessment procedures, ensuring a quick and effective response to meet client need. |
| 1.6 | Determine staff caseloads and manage service and staff capacity, co-ordinating the team’s support of service users using the full range of contact and support methods including: telephone and 1-1 support and group work. |
| 1.7 | Using the Power Forms within the support planning process to track safety and wellbeing outcomes, ensure the team’s work with service users is recovery focused, and strengths based, supporting survivors in a creative, consistent and assertive way to ensure positive outcomes are achieved. |
| 1.8 | Ensure risk assessments (including DASH), safety plans and risk management plans are carried out to a high standard and are managed approrpiately and the service is represented at the MARAC and referral of survivors are made when appropriate.   * Facilitate appropriate and timely move on and case closure for service users * Deliver Survivor, Family and Peer Support group work sessions in the community |
| 1.9 | Support the team to:   * Respond to emergency and crisis situations by providing telephone and 1-1 support, advice, signposting and other direct interventions as necessary. * To liaise effectively and collaboratively with partner agencies to respond to survivors and children in crisis and at risk, maximising safety and achieve positive outcomes * Carry out comprehensive needs and risk assessments (including DASH) for individuals experiencing domestic violence, carry out short and longer term risk management, safety planning and support; and identify and refer to services appropriate to their needs * Facilitate appropriate and timely move on and case closure for service users * Deliver Survivor, Family and Peer Support group work sessions in the community |
| 1.10 | Take overall responsibility for the effective housing management of the safe houses including health and safety compliance, maintenance, planning renewals and replacements to maintain the quality and comfort of the houses, maximising occupancy and rental income. |
| 1.11 | Be responsible for ensuring your team are proficient in the application and use of the organisations Case Management system (and any other monitoring systems required),and that clients records and outcomes are accurate and kept up to date |

1. **Quality Assurance**

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| 2.1  2.2 | Ensure the team maintains up to date, accurate, legible and accessible records of all work and contact with service users, other agencies/professionals and others, ensuring that they meet the requirements of data protection, confidentiality and meet the Advice Quality Standards.  Contribute to the development of relevent policies and procedures and quality assurance systems that support the delivery of the services you manage ensuring their implementation and embed continuous improvement within the organisations performance and development. |
| 2.3 | Ensure all policies, procedures and protocols relevant to the work and services you manage are in place and adhered to, and participate in their review where appropriate. |
| 2.4 | Actively apply and embed service user involvement, consultation and participation across the team and services you manage. |
| 2.5 | Establish annual team plans and targets in order to achieve the highest level of performance, quality and service user satisfaction. |
| 2.6  2.7 | Carry out periodic service audits, including service user file reviews, house file reviews, health and safety audits to make sure the service is fully compliant.  Using the organisations database ensure all outcome and monitoring data is recorded and compliled in a accurate and timely manner according to service specification and internal requirements. |

1. **Staff management**

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| 3.1 | Take a lead role in the planning and utilisation of staff resources. |
| 3.2  3.3 | Ensure the recruitment, induction and development of staff is in line with the organisations policy and procedures. Ensure that staff are properly inducted into the organisation and their role, including familiarity with core policies and procedures.  Take line management responsibility for your allocated teams/staff, ensuring appropriate support, supervision and appraisals are provided to support work planning, caseload management and assess the performance of individuals and the team. |
| 3.4 | Develop a team training plan alongside staff individual performance and training plans to ensure that staff are competent in their roles, have opportunity to develop and in order to enhance performance of the individual and team |
| 3.5 | Take a lead in the facilitation of regular team meetings, reflective practice groups and wider team development, ensuring teams are up to date with relevant legislation and good practice in the delivery of services. |
| 3.6 | Manage the operation of the staff shift pattern rota and the out of hours on-call rota |
| 3.7 | Maintain appropriate personnel files and records. |
| 3.8 | Respond to poor performance, with full awareness of motivating staff through ownership, creative ways of working, and affirmation of achievements. Remedy poor performance with full recourse, where necessary, to Missing Link’s disciplinary procedure. |

1. **Safety and legal compliance**

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| 4.1 | Operate as part of the management team responsible for the management, integrity and promotion of the organisation's activities. |
| 4.2 | Observe the organisations Health & Safety Policy and Procedures and at no time act in a way which might jeopodise the health or safety of any service user, employee or visitor. Ensure H&S measures are implemented and observed in all housing and support service facilities for which you have responsibility. Ensure staff are informed and trained on changes in regulations. |
| 4.4 | Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and ensuring appropriate referrals to Access and Response Team/ Adult safeguarding are made. Ensure staff have the appropriate training and understand their responsibilities in this regard. |

1. **Financial Management**

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| 5.1 | Sustain the management and effective use of Missing Link’s resources in conjunction with the Senior Service Manager and Finance Director. |
| 5.2 | Alongside the Senior Service Manager work with the Finanace Director to set appropriate budgets for the safe house services, taking lead responsibiltiy for managing allocated budgets and ensuring spending is contained within agreed limits. |
| 5.3 | Ensure maximisation of income in the services that you manage including overseeing rent collection, arrears management and minimising voids. |

1. **Networking and partnership working**

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| 6.1 | Promote Next Link and Missing Link as a leading women only service provider of domestic abuse, mental health and complex needs housing and support services by maintaining links with key organisations and partner agencies. |
| 6.2 | Develop network liaison and partnership opportunities with other domestic abuse, mental health, complex needs and housing/ homelessness service providers. |
| 6.3 | Ensure productive working relationships between Missing Link, additional providers of support, statutory and commissioning agencies to ensure effective joint working. |
| 6.4 | Work with referrers or potential referral agencies to introduce the service and encourage practitioners to identify domestic violence, respond appropriately and refer to the service. This may include offering briefings and information to upskill housing and other workers and improve their response to domestic abuse |
| 6.5 | Maintain and support staff to utilise our established protocols to refer to partner organisations |
| 6.6 | Liaise with partner agencies to develop, maintain and monitor the co-ordinated, multi-agency response to potential and current service users. |
| 6.7 | Act as a representative and ambassador of Missing Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate. |
| 6.8 | Act as the chair for internal and external meetings as appropriate including: MARAC, Professional meetings, Support planning meetings |

1. **Other responsibilities**

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| 7.1 | To uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct. |
| 7.2 | Work within a rota system including occasional evening or Saturday working and take part in the on-call rota as required. |
| 7.3 | Observe the organisations equal opportunities, confidentiality, data protection policies. To actively promote equality and diversity, ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination. |
| 7.4 | Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures. |
| 7.5 | Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time. |

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Next Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Next Link is committed to Equal Opportunities.***

***Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***

**Person Specification: Bristol Service Manager**

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| **Vision** | Essential | Desirable |
| Experience of and ability to provide vision and leadership that directs the internal management and delivery of high quality services | **✓** |  |
| **Knowledge** | Essential | Desirable |
| Knowledge and understanding of the issues, barriers, impact and support needs of individuals who have experienced domestic abuse and how best to support survivors | **✓** |  |
| Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence | **✓** |  |
| Knowledge of health and safety issues, and risk assessment tools, especially those relevant to domestic abuse and supported housing and an ability to develop good practice in this area | **✓** |  |
| Up to date knowledge of Safeguarding and Protection from Abuse strategies as they relate to children and adults at risk | **✓** |  |
| A proven understanding of housing management issues including rent collection, void management, maintenance and RSL relationships |  | **✓** |
| Knowledge and understanding of the impact of working with domestic abuse and complex needs on individuals and teams and the need for support, supervision and reflective practice | **✓** |  |
| Knowledge of adhering to Quality Standards e.g. WomensAid, AQS, Safelives |  | **✓** |
| **Experience** | Essential | Desirable |
| Substantial management experience, including staff support, supervision and performance management within the housing, domestic abuse, or similar support sector | **✓** |  |
| Extensive experience of sensitively assessing and responding to the needs and risks of survivors and children experiencing domestic violence | **✓** |  |
| Experience working with the police, Lighthouse and MARAC | **✓** |  |
| Experience of delivering group work and / or training | **✓** |  |
| Proven experience working in a supported housing setting and providing support in shared accommodation |  | **✓** |
| Proven experience of:   * undertaking individual assessments including DASH risk assessments * developing and delivering safety and recovery focussed support plans. * holding and promoting the aspirations of service users * the co-production of support planning | **✓** |  |
| Demonstrable experience of being proactive rather than reactive: focuses on preventing problems in the future rather than just resolving immediate issues | **✓** |  |
| Experience of undertaking audit to evaluate service effectiveness |  | **✓** |
| **Skills and Abilities** | Essential | Desirable |
| Strong numeracy, written communication and organisational skills | **✓** |  |
| Excellent level of IT literacy, operate case management systems and ability to carry out own administrative workload. | **✓** |  |
| Ability to work in partnership, presenting with a high level of personal credibility with a wide range of statutory and voluntary agencies, to achieve outcomes for service users | **✓** |  |
| Demonstrate the ability to lead, support and manage a team ensuring the delivery of high quality support | **✓** |  |
| Demonstrate ability to delegate, motivate and direct individuals and teams. Understand team dynamics | **✓** |  |
| Ability to adapt to changing situations and environments and deal with difficult/crisis situations | **✓** |  |
| Show resilience and reliability under pressure | **✓** |  |
| Educated to degree level or equivalent |  | **✓** |
| A formal management qualification |  | **✓** |
| IDVA Qualification |  | **✓** |
| Negotiation skills in the context of partnership working |  | **✓** |
| Demonstrate the ability to make improvements in services |  | **✓** |
| Ability to apply trauma informed practice | **✓** |  |
| **Values** | Essential | Desirable |
| A commitment to the Victim’s Code of Practice | **✓** |  |
| A commitment and understanding of equality, inclusion and diversity at work | **✓** |  |
| A positive approach and commitment to service user consultation, engagement and involvement | **✓** |  |
| **Other** | Essential | Desirable |
| Be available and committed to be part of the out of hours on call rota and work flexibly including evenings and some weekends. | **✓** |  |
| A current, full driving licence and access to appropriate motorised transport. |  | **✓** |