

Refuge



**For women and children.
Against domestic violence.**



**Deputy Service Manager
Applicant Information Pack**

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Abigail Ampofo
Interim CEO





We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as a Deputy Service Manager. You will work closely with people experiencing forms of gender-based violence and will be responsible for assisting the services manager in the delivery and development of high-quality independent advocacy, outreach, advocate educators, and peer mentoring services for victims escaping domestic and sexual violence.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

As part of this role, you will be required to participate in an out-of-hours on call rota.

Use of a car essential to the role.

Salary

£27,708 per annum (part-time salary)
£34,635 per annum (full-time equivalent salary)

Employment term:

This post is Permanent, Part Time 30 hours per week

Location:

Warwickshire

Closing Date

09.00 am on 14 October 2024

Interview Date

21 October 2024

Employment Terms

Salary

The annual part-time salary for this role is £27,708.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

Days and hours of work

The contracted hours of work are 30 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked.

Probation

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

Annual Leave

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

Pension

Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

Employee Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Discounted membership with PureGym
- Access to Perkbox providing discounts to employees on a wide range of activities and online purchases
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service
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- The ability to apply for flexible working from day one. There will be space to discuss flexible

- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

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|------------------------|--|
| Job Title | Deputy Service Manager |
| Directorate | Service Delivery |
| Reports to | Service Manager |
| Location | Warwickshire |
| Responsible for | Refuge Community Workers (IDVA, Outreach, Peer Mentors) |
| Working hours | 30 hours per week (across 4 days) |
| Working pattern | Monday – Friday 9.00am – 5.30pm with a requirement to participate in on-call |

Role outline

The deputy service manager will contribute to the management of the IDVA and community based services, in line with Refuge's policies and procedures and quality management system. This involves working within a multi-agency framework consisting of the MARAC and local partnership protocols and procedures that prioritise the safety of survivors.

The post holder will provide line management and support to staff. This will include providing supervision on complex casework issues such as child protection, overseeing operational emergencies and ensuring high standards of support. Working closely with the services manager to ensure that contractual and other funding requirements are met fully and that Refuge's high quality standards are maintained, the role may involve visiting potential sites and contributing to the establishment of new services in conjunction with the development team.

The job involves working closely with members of staff that support victims and survivors of domestic abuse using our services. As a member of the management team, the post holder will be required to participate in an out-of-hours management service.

Key Accountabilities

Managing service delivery and performance

1. To assist the services manager with the delivery and development of high quality advocacy services to victims and survivors escaping domestic violence and other forms of violence and abuse in accordance with Refuge's operational policies and procedures.
2. To ensure the continuity, high quality and improvement of Refuge's services in accordance with Refuge's quality management system and any other relevant quality standards.
3. To ensure Refuge's Casework Management and Quality policies are implemented, ensuring that a high quality service is being provided and that case records are clear, professional and up to date.
4. To ensure that all services are sensitive and responsive to the needs of the survivors of domestic abuse and children using them, that user feedback is gathered systematically, recorded and acted upon and that the policies, procedures and philosophy of Refuge are understood fully and

implemented by staff.

5. To establish the risks to and the needs of survivors of domestic violence, identifying and prioritising those at the highest risk.
6. To actively contribute to policy development and review.
7. To support staff to develop and deliver individual support and risk management plans to address the risk of harm to survivors of domestic violence and their children, working directly with all key agency partners to ensure that their plans are coordinated through the MARAC.
8. To work in partnership with other agencies, including participation at the MARAC, and to contribute to the design of interventions and the design of plans which protect survivors and their children whilst maintaining an independent role on behalf of the survivors, keeping their safety central to the plans.
9. To assist the services manager in overseeing the safeguarding of children and vulnerable adults and support staff to ensure the safeguarding policy is followed.
10. To assist the services manager in managing a range of services, ensuring staff deliver the required outcomes within budget.
11. To assist with the efficient management of the service ensuring that all financial processes are undertaken in accordance with Refuge's financial regulations.
12. To provide personal welfare support to staff and ensure that the services provide a safe, secure and welcoming environment.
13. To 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, disabled people, women with complex needs and other hard to reach groups.
14. To be an ambassador for Refuge, working in partnership with other agencies to tackle domestic violence and other forms of violence and abuse and attending meetings with housing associations, funders, local authorities, domestic violence fora and any other bodies.
15. To support the empowerment of survivors, assisting them to recognise the dynamics of domestic abuse present in their own situation, and to help them regain control of their lives.
16. To carry out periodic and regular case reviews in liaison with the line manager, to review ongoing risk and needs, using the outcomes to inform action planning.
17. To report any problems/difficulties/complaints to the line manager and participate in follow up investigations as required.
18. To work within Refuge's quality management system following all policies and procedures.
19. To provide statistical monitoring or reports as required.
20. To ensure that the views and experiences of service-users and agencies are sought actively, recorded carefully, and inform the development of the service.
21. To maintain confidentiality and to ensure that professional boundaries are observed when working with clients, staff and external bodies and to work within Refuge's Code of Conduct.
22. To ensure full and regular communication with the services manager, working in a collaborative and supportive manner.
23. To produce reports for the services manager for internal and external service monitoring, ensuring that relevant statistical records are kept to enable accurate monitoring.
24. To participate in the on-call rota, providing 24 hour support over 7 days, to ensure effective out of hours coverage of the service.

Managing security

25. To assist the services manager in managing the operation of the service, including taking

responsibility for the office security including ensuring that the safe codes and keys, office keys and codes are kept secure at all times, and ordering duplicate keys and lock changes where required.

26. To maintain the confidentiality of victims, survivors and their children in the service and ensure that all confidentiality agreements are signed by staff and volunteers, and that sensitive information is maintained safely and securely.
27. To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

28. Managing Health and Safety

29. To be responsible for health and safety on site, ensuring that regular health and safety and risk assessment procedures are carried out clear and accurate records maintained, and to alert the services manager promptly of any risks arising.

30. Managing people

31. To manage and develop staff in accordance with Refuge's performance management scheme, ensuring their involvement in the continuous improvement of services.
32. To support staff through monthly supervision meetings, ensuring that probationary reviews are carried out.
33. To assist the services manager ensuring all staff complete Refuge's specialist training program.
34. To assist the services manager with selecting, recruiting and retaining staff in line with Refuge's policies and procedures.
35. To take responsibility for internal documentation relating to staff such as holidays, sick leave and time off in lieu.
36. To assist the services manager in engaging the whole team in regular service review to promote best practice and continuous improvement of service. To implement the sharing of knowledge and good practice towards improving service delivery.

Managing self

1. To promote and support equality and empowerment within all areas of work.
2. To represent and be an ambassador for Refuge, working in partnership internally and externally with other agencies to ensure an effective coordinated community response to survivors of sexual violence and their children.
3. To develop and maintain positive, collaborative working relationships with all Refuge staff both locally and across the wider organisation, being committed as part of the team to providing a high level of support to survivors.
4. To actively participate in Refuge's performance management processes including regular supervisions and development. (Please note this will involve travel to London)

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

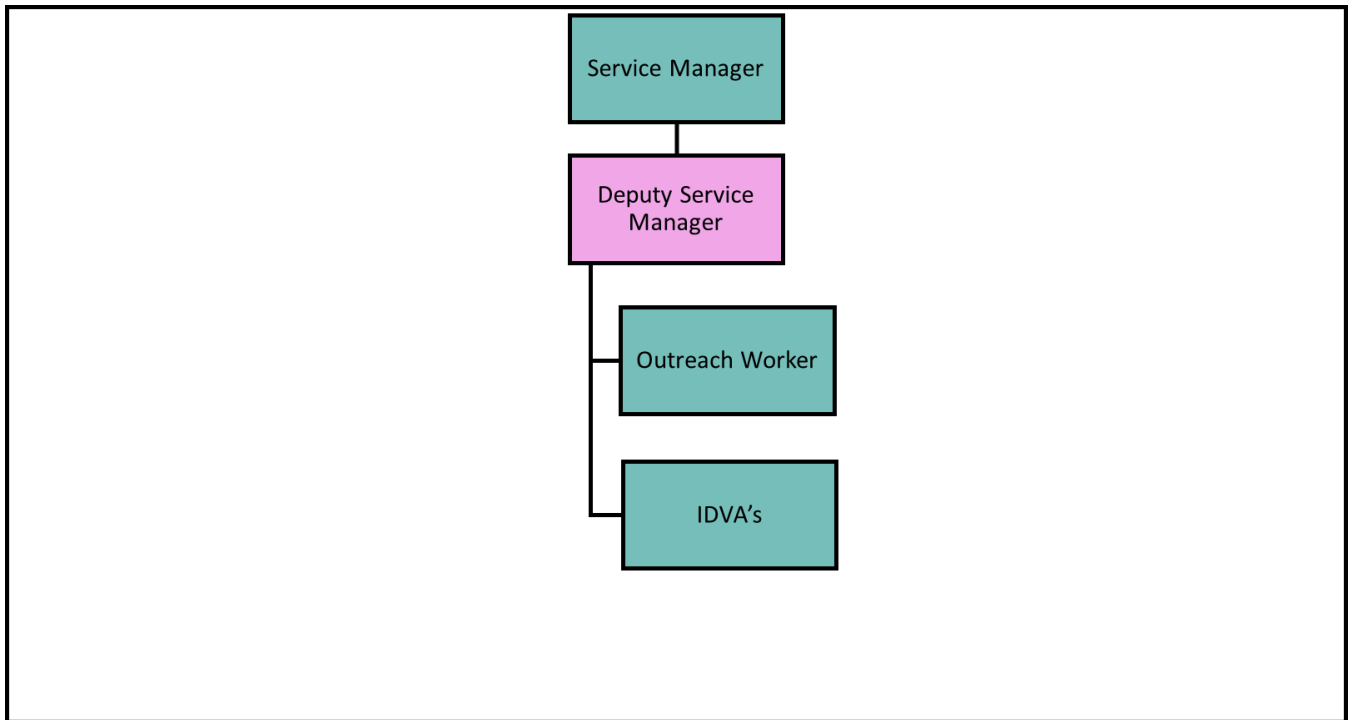
As part of this role, you will be required to participate in an out-of-hours on call rota.

Use of a car is essential to this role.

It is essential to the development of Refuge's service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

Team Structure Chart



Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



Person Specification

Experience, Knowledge and Qualification

- Good standard of general education or equivalent experience
- A recognized qualification in housing/social work/management
- Experience of providing direct emotional, practical and welfare support
- Practical experience of working in a women's refuge/residential/health and/or community setting
- Experience of sensitively assessing and responding to the needs and risks of women and children experiencing domestic violence and other forms of violence and abuse
- Experience of providing direct emotional and practical support to people seeking support/advice
- Experience of undertaking effective casework in a methodical and well organised way
- Proven experience of safeguarding children and vulnerable adults.
- Experience of supervising a team
- Experience of preparing effective reports for case conferences or similar proceedings in which women and children may be involved
- Experience of providing advocacy

Skills

- Evidence of the ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity.
- Knowledge of the dynamics and impact of domestic violence and other forms of violence and abuse and how best to support survivors
- Evidence of the ability to be an ambassador for Refuge and to communicate and work in accordance with Refuge's philosophical principles
- Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way
- Up to date knowledge of legislation relating to domestic violence and other forms of violence and abuse
- Evidence of the ability to manage casework effectively with evidence of a methodical and well organised approach
- Evidence of the ability to ensure that services deliver outcomes successfully for funders, and that services achieve the standard required including Level A of the Quality Assessment Framework

- Evidence of the ability to develop, sustain and evaluate joint work between agencies, including establishing good working relationships negotiating effectively
- Evidence of the ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries
- Demonstrable knowledge and understanding of the needs of women who face additional barriers including BAMER and disabled women experiencing domestic violence and other forms of violence and abuse and how discrimination affects them
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access), and to collect and analyse statistics

Personal Qualities

- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards.
- Demonstrates passion and approaches all work in an enthusiastic way.
- Commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support and equality which underpin all of the work undertaken by Refuge.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident Employer. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- We have created a [Respect Charter](#) to complement our values to support our EEDI journey in creating an inclusive and respectful environment both within Refuge and beyond.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

How To Apply

Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

Applications must be completed and submitted by 09.00am on 14 October 2024

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place via video conference on 21 October 2024.

Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY*. The full values can be downloaded from our [website](#)

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be protected.

Our commitment to inclusive recruitment

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

Other information

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

