

## JOB DESCRIPTION

<b>Job Title:</b>	Devon Service Manager
<b>Responsible to:</b>	Head of Services
<b>Responsible for:</b>	Devon Service

<b>Hours:</b>	37 hours per week
<b>Holiday Entitlement:</b>	28 days plus bank holidays
<b>Salary:</b>	£35,000 per annum basic salary
<b>Pension:</b>	Group personal pension plan, with employer contribution of up to 4%

<b>General Description:</b>	<p>FearFree deliver services across the South West for victims of domestic abuse, those who harm and their families and victims of sexual violence and stalking. We provide responsive, victim focused and trauma informed support and this post is fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.</p> <p>This post will be based in our Devon domestic abuse service and is an exciting opportunity to support the delivery of our services which include IDVA Support for high risk service users, Education and Recovery support for medium and standard risk, Behaviour Change Support for those who harm and support for children and young people who have witnessed domestic abuse and YPIDVA support for those in abusive intimate relationships.</p> <p>Key responsibilities for this role include:</p> <ul style="list-style-type: none"> <li>○ Leading day to day operations within the Devon services.</li> <li>○ Line management of team managers</li> <li>○ Ensuring the services work to Accreditation best standards including Leading Lights and Respect.</li> <li>○ Monitoring the outcomes of the service, data and reporting to commissioning partners.</li> <li>○ Overall responsibility for safeguarding across the service.</li> <li>○ Building relationships with partner agencies across Devon.</li> <li>○ Promotion of the service across the local area.</li> </ul>
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## Operational

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- To provide leadership, direction and support to staff ensuring excellent management of the service, including direct line management of the team managers.
- To coordinate the development and maintenance of partnerships with other agencies, to ensure effective, allied approaches to client support.
- To promote an organisational culture of engagement, improvement and best practice to deliver a high quality and accessible service.
- Ensure performance targets are monitored and delivered on time.
- To make recommendations to the Head of Services and Director of Service about the best use of resources.
- To ensure all service users are provided timely and holistic support to help them change their behaviour.
- Deliver training to new staff, partner agencies and local organisations to increase knowledge and understanding of Domestic Abuse, including Bystander Training.
- Ensure the service is risk focused and trauma informed, with a clear focus on safeguarding.
- To lead on accreditations required such as Leading Lights and Respect.

### **Advising on new development opportunities**

- Utilising data, local and national knowledge, identification of unmet needs, professional relationships and best practice to contribute to new opportunities.
- Ensure that the charity continually operates innovatively, flexibly and with service users' needs at the heart of service design and delivery by horizon scanning, identifying emerging trends and new opportunities and lead through to successful implementation.

### **Leadership and management**

- Provide inspirational leadership and effective management to the team ensuring that all staff and volunteers are actively working to achieve the charity's vision, mission and strategic ambitions.
- Ensure all staff and volunteers are effectively performance managed and live the charity's values and have all appropriate resources to achieve excellence in their field.
- Work alongside colleagues from across FearFree to provide support, assistance and management to over teams where required.

### **Budgets and Financial performance**

- Contribute to the creation of annual and three year budgets and financial targets.
- Carefully monitor and evaluate both financial and non-financial performance and create contingency plans to predict and rectify any variables.
- Develop effective business cases to propose new developments within the annual budgeting process but also progress ad hoc opportunities as they arise.

### **Governance and regulation**

- Provide regular performance and project reports to the Head of Services, Director of Services and Commissioning partners.
- Provide performance and project reports and attend regular meetings internally and externally as requested.
- Provide evidence based assurance that the service meets or exceeds the contract terms and report to commissioners against performance indicators

### **Relationships and partnerships**

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- Proactively build relationships with the wider statutory and voluntary partners across the charity's areas of operation.
- Actively network across the operating area and beyond to build the charity's reputation and harness support for the organization.
- Effectively manage contractor relationships including sub-contractors to ensure FearFree is a priority provider.

### **Development**

- Demonstrate continuous professional development as part of the charity's ethos as a learning organisation.
- Ensure the charity's learning and excellence ethos is demonstrated through excellent performance management and continuous learning and development.
- Actively participate as required in the training of staff and others working as part of the charity's ethos as a development organisation.
- Build networks across the charity sector to harness relationships and share best practice both to the organization and the wider sectors benefit.

### **Technology**

- Ensure all staff are fully IT literate and have the necessary skills and technology to fulfill their roles effectively.
- Work with the SMT to ensure all data is protected and systems are conversant with current Information Governance legislation.

### **Other**

#### **Confidentiality and Data Protection**

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

#### **Equality and Diversity**

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Support Service's Equality, Diversity and Inclusion policy.

#### **Health & Safety**

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc

#### **Policies and Procedures**

Responsibility for formulating, updating & monitoring relevant FearFree policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

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All employees need to be aware of all FearFree Support Service’s policies and procedures and work within them at all times.

**Safeguarding / Disclosure and Barring Service**

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check

**PERSON SPECIFICATION**

<b>Devon Service Manager</b>		
<b>Requirements Category</b>	<b>Requirements Detail</b>	<b>Essential / Desirable</b>
<b>Education and Qualifications</b>	Good standard of general education	Essential
	Relevant degree or other qualification	Desirable
<b>Experience, Skills and Knowledge</b>	Practical experience of working with people with complex or other needs	Essential
	Experience of risk assessment and management	Essential
	Experience of managing and developing teams and individuals	Desirable
	Experience of working with Quality System Frameworks	Essential
	Experience of safeguarding children and vulnerable adults	Essential
	Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, and to communicate with stakeholders in a clear and effective way.	Essential
	Awareness of domestic abuse and trauma	Essential
	Awareness of sexual violence and stalking	Desirable
		Essential

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	<p>Experience of working with individuals and groups or communities to effect change</p> <p>Experience in working with victims/survivors of domestic abuse, sexual violence and stalking.</p> <p>Experience in working with perpetrators of criminal or abusive behaviour</p>	<p>Desirable</p> <p>Desirable</p>
<b>Personal Skills and Attributes</b>	<p>Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected</p> <p>Excellent organisational skills</p> <p>Strong interpersonal and team working skills</p> <p>Ability to work under pressure and also to be aware of own needs and take responsibility for self-care</p> <p>Able to critically evaluate own work</p> <p>Work on own initiative – set and meet targets and deadlines and organise own time</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Other</b>	<p>Full driving licence and access to a roadworthy vehicle</p> <p>Ability to travel across Devon</p> <p>Willingness to travel across the South-West on occasion, attending FearFree events and offices</p>	<p>Desirable</p> <p>Essential</p> <p>Essential</p>

Applicants will be assessed against the person specification via application form, interview and, in some cases, a presentation.

As explained in the guidance notes, the application form asks you to set out how you meet the qualities/skills outlined in the Person Specification AND IS THE MOST IMPORTANT PART OF YOUR APPLICATION.

This is your chance to explain why you are suitable for the job. You should try to show how you meet the criteria set out in this person specification. Applicants who are able to provide examples of how they meet the

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criteria are more likely to be offered an interview. Consider all the relevant experience you have gained and make sure that you tell us about it.

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