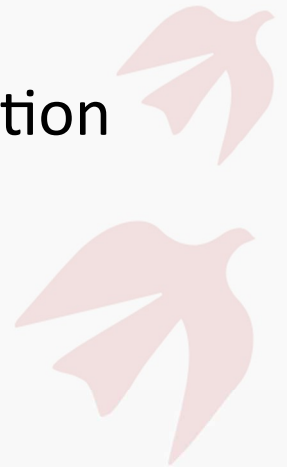


Join us

and make a difference to people's lives  
as

Service Manager – Safe Accommodation



## About Safenet

Established in 1976, we worked to reduce and eliminate domestic abuse, and to deliver support services to survivors of domestic abuse across the Northwest of England.

We are a 'by women for women organisation', providing safe accommodation and community-based services for women survivors of domestic abuse and their children, with provision for transgender, non-binary and male survivors, including 24/7 safe refuge accommodation, 2nd stage services and individual & dispersed safe houses.

We support survivors with multiple and complex support needs, such as dependency, addiction, mental and physical ill-health, minoritised survivors, and deliver specialist age-appropriate support children and young people. We also deliver support in the community; outreach support, Independent Domestic Abuse Advisor (IDVA) services and Healthy Relationship programmes in schools. We understand the serious impact domestic abuse has on health and wellbeing and deliver specialist support for safer happier lives

### Safenet DA Services Vision



The graphic features a light beige background. At the top left, a pink rounded rectangle contains the text 'Our vision'. To its right is the Safenet logo, which consists of a colorful grid of squares followed by the word 'safenet' in a dark blue, lowercase sans-serif font. On the left side, there are three stylized bird silhouettes in shades of purple, blue, and pink, arranged vertically. A large, light purple speech bubble on the right contains the text: 'A future where everyone can live safe, happy & healthy lives free from abuse, violence & exploitation in their homes, streets and communities.'

## Safenet's Mission

### Our mission



Safenet is a women's organisation 'run by women for women', supporting victims and survivors every day, using inclusive, ethical, trauma-responsive approaches to prevent domestic abuse/further harm and support recovery from the trauma of abuse.

Survivors come from all walks of life, and so do we. Our lived experience enhances our empathy and compassion, which is crucial to our culture, values and beliefs, expert knowledge, and the quality of our support services.

Safenet work collaboratively to raise awareness of domestic abuse and deliver specialist domestic abuse support services so that women, men, transgender/nonbinary and child survivors can live increasingly positive, safer, healthier lives, leading to safer communities and neighbourhoods for everyone.

## SafeNet's Objectives

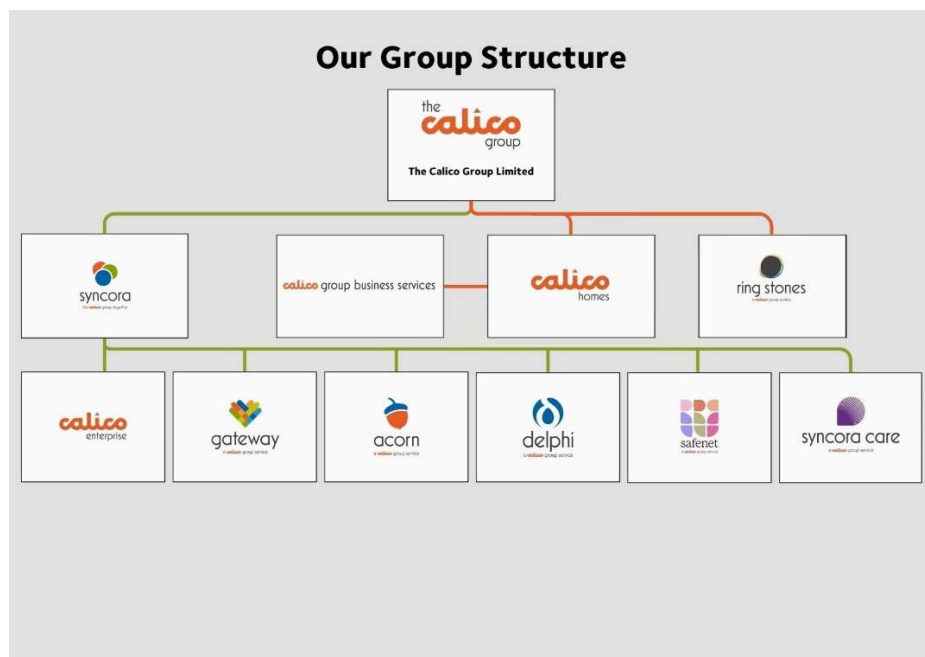
As part of the Leadership Team this role will contribute to SafeNet's Key Objectives which are currently:

- Strengthening Organisational Culture - focus on organisational climate, common purpose & connection.
- Advancing Equality/Equity, Diversity & Inclusion (EDI) - individually, in services and communities
- Survivor Centred/Led Services at the forefront - co-design, co-production
- Financial - health strong financial performance
- Retain and Win LA Commissions for stable core funding and growth
- Develop our Business & Grow - with supporters, donators, fundraising activities

- Influence Change - to reduce and end domestic abuse
- Inclusive Staff/teams with a sense of belonging and purpose
- Services - embed consistently high standards across support services, refreshing
- Governance clarity and scrutiny quality and safety

## The Calico Group

Each part of The Calico Group has its own specialism, expertise and a track record of providing a complete community service in housing, healthcare, support, employability and construction.



## Our Values

Our people are our greatest strength and it's only when they are engaged, and connected to our vision and our values, that we see the impact they have in our communities and on our customers' lives.



## About our team

We are a specialist team working within the Violence Against Women and Girls (VAWG) sector, committed to delivering trauma-informed, survivor-led support. Our services are shaped by the Women's Aid Federation of England (WAFE) National Quality Standards and guided by the Domestic Abuse Act 2021, which recognises the impact of abuse on both adults and children. We work collaboratively to provide safe, inclusive, and empowering support that reflects the diverse experiences of survivors and promotes long-term recovery and independence.

Working in a busy sector you will be part of a frontline refuge team working in a fast-paced environment supporting victims and survivors of domestic abuse. The team are passionate about creating safe welcoming environments that supports all residents, children and colleagues. A team who continually adapt to the variations of work tasks/environments, who are service focused, resilient, exercise good judgement to make the right decisions and take into consideration everyone's individual needs to create a genuine team spirit.

We recognise and respond to the intersecting experiences of survivors, acknowledging how race, gender, disability, sexuality, and socio-economic status impact recovery and safety. We are committed to anti-racist practice and actively uphold the principles outlined in our organisation's Anti-Racist Charter.

## About your role:

<b>Role:</b>	Service Manager (safe accommodation)
<b>Responsible to:</b>	Area Operational Lead
<b>Responsible for:</b>	Deputy Manager, Domestic Abuse Practitioners (DAP) including specialist roles e.g. ISVA, IDVA, Children Young People (CYP) DAP, Recovery Practitioners and other roles as designated
<b>Business Area/Company:</b>	Safenet

## The Value of This Role

The Service Manager is responsible for managing and delivering a trauma informed, recovery focused safe accommodation service, supported by the Area Operations Lead. Based at our recovery refuge in Burnley, this role will focus on the operational leadership of refuge provision. You will lead your team to deliver high quality support for adult survivors, children and young people, including those with multiple and overlapping needs such as substance use, mental ill health, and experiences of exclusion from other services.

The Service Manager will ensure delivery of a psychologically informed environment where behaviour is understood in the context of trauma, and where recovery is actively supported through safe relationships, stability and choice. You will lead the team to deliver high quality services aligned to contractual obligations, best practice and Safenet's values, ensuring that recovery, safety and empowerment are central to all interventions.

## How This role will deliver success

To deliver success, you will work as a member of our Senior Leadership Team (SLT), aligned with Safenet's values, vision, objectives/goals to support our frontline teams to deliver high quality domestic abuse support services to families who have experienced and/or are living with domestic abuse.

Contribute to building and strengthening a psychologically and trauma informed environment in the refuge, embedding recovery-oriented practice across the team. On a personal level, build safe, bounded and supportive relationships with survivors, recognising the impact of trauma and supporting women and their children to achieve safety, stability and self-defined recovery outcomes.

Directly managing members of the support service team including delivering regular 1:1 support; work check-in sessions, development sessions, critical debriefing, organising and leading team meetings ensuring strategic and operational alignment.

Proactively plan and manage team rotas to ensure adequate cover in times of staff leave and absence, ensuring safe levels of staffing presence across our 24-hour services.

Oversee and quality assure the support and case management that residents receive, ensuring it is trauma informed, recovery focused and responsive to individual needs, including where substance use, mental ill health or complex trauma impact on engagement and progress.

Effectively case manage the support residents receive throughout their stay to ensure safe high-quality support is delivered and effective 'move-on' and resettlement processes, supporting the team with planned move-on to ensure accommodation units are turned over in timely manner.

Using excellent communication skills, work with your team to identify short- and long-term work priorities that are regularly reviewed. Ensure that accurate and timely quarterly reports are created for both internal and external agency requirements.

Build and strengthen partnerships with statutory, voluntary and recovery focused services (including substance use and mental health provision), ensuring effective pathways into, through and out of refuge, and supporting sustained engagement with recovery and support networks beyond Safenet.

Work with and contribute to wider safeguarding networks ensuring support is in place for the whole family including children and young people.

Ensure the team participates fully in delivery of 24-hour access for survivors and professionals to refer. Support the team to work confidently with complexity, including relapse, crisis and disengagement, maintaining a consistent, bounded and hopeful approach that recognises recovery as non-linear.

Carry out other relevant tasks at the request of the Area Operational Lead and other Senior Safenet Managers, to contribute effectively to the smooth running of Safenet and its projects both individually and as part of a team in accordance with Safenet/Calico policies, procedures, and guidelines.

## **Activities Involved in This Role.**

- This service operates at the intersection of domestic abuse, trauma, mental ill health and substance use. The Service Manager will be expected to lead with a clear understanding that:
  - Behaviour is often rooted in trauma and survival

- Recovery is non linear and may include periods of relapse or disengagement
  - Safe, consistent relationships are central to change
  - Women define their own recovery goals
- The role requires confidence in leading teams to work in this way, balancing safety, accountability and compassion.
- Ensure team are following structured processes to enable the service to run smoothly.
- To be aligned with and 'modelling' Calico/Safenet culture and values to nurture an inclusive and compassionate environment for survivors and colleagues.
- Identifying key priorities and allocating tasks to the teams through facilitating consistent handover and communication processes to ensure residents/survivors are well supported and buildings are safe and secure.
- Line Manage the support teams to ensure ongoing compliance with all health and safety requirements and that security arrangements are well managed.
- Ensure adequate levels of cover across all services and key holiday periods are planned to support staff wellbeing whilst ensuring safe level levels of cover.
- Provide onsite presence to support teams and provide out of hours on call support on a rota basis.
- Carry out regular Case Management with teams to ensure high quality support services are delivered to effectively safeguard and reduce risk to the families we support.
- Demonstrate excellent communication skills, both written, verbal and via latest tech including on-line/digital platforms including virtual team / external meetings use of TEAMS and other ICT platforms.
- Hands on with all the practical management of the refuges.
- Work closely with the residents/survivors seeking survivor feedback to ensure they are well supported both practically and emotionally whilst they stay in refuge.
- Ensure quality and assurance is evidence at all levels through tracking service performance, governance and compliance measures.
- Produce service reports that provide assurance at all levels around supporting survivors, teams and delivering high quality safe and consistent services.
- Experience of working on your own initiative using excellent time management and organisational skills as well as within a multi-disciplinary team environment.
- Ensure we provide trauma/psychologically informed environments to support victims and survivors.
- Ability to work pro-actively and collaboratively with representatives of partner agencies and ensure fully supportive package for victims and survivors to improve pathways into and out of Safenet services, reducing barriers.

- A clear understanding and analysing performance data including survivor feedback to inform service development and improvement.
- Understanding of budget management and income generation/maximisation.

## What You'll Need to be Successful in This Role:

	Essential:	Desirable:
Qualifications	<p>Evidence of continued professional development relevant to domestic abuse services, recovery services or similar</p> <p>Knowledge of the regulatory landscape specific to VAWG Sector, Domestic Abuse and Safe Accommodation.</p>	<p>ILM / CMI Management &amp; Leadership or equivalent</p> <p>Health &amp; Safety qualification i.e. IOSH</p>
Experience	<p>Experience managing teams in a social care, housing, or domestic abuse support environment</p> <p>Multi-agency and multi-disciplinary working</p> <p>Experience of leading, developing and managing an effective team with a supportive wellbeing focus</p> <p>Experience of working on your own initiative using excellent time management and organisational skills as well as within a multi-disciplinary team environment.</p> <p>Experience of delivering results in a housing management role and or be able to demonstrate transferable skills and experience.</p>	<p>Previous involvement in strategic planning or service development.</p> <p>Working with diverse communities and understanding cultural needs.</p> <p>Managing and delivering services to victims of domestic abuse and/or vulnerable people in the public or private sector, and specifically working predominantly with women and children</p> <p>Understanding the law and regulations and standards that underpin DA and social housing.</p>

<p><b>Skills &amp; Knowledge for This Role</b></p>	<p>Knowledge of local and national approaches in tackling Domestic Abuse including legislation and frameworks that protect victims and survivors.</p> <p>Excellent communication skills, both written, verbal plus via latest tech including online/digital platforms</p> <p>Ability to work pro-actively and collaboratively with representatives of partner agencies.</p> <p>Ability to deliver comprehensive support packages for survivors to improve pathways into and out of Safenet services, reducing barriers for residents.</p> <p>A clear understanding of performance monitoring and ability to write reports for a range of audiences.</p> <p>Knowledge and understanding of domestic abuse and/or aligned values and willingness to learn.</p> <p>Have a strong understanding and practical application of safeguarding adults and children</p> <p>Confidence in using computer packages i.e., word documents, emails, spreadsheets, and in-house case management systems.</p> <p>Aligned with and 'modelling' Calico and Safenet's culture and values to nurture an inclusive and compassionate environment.</p>	<p>Knowledge of Women's Aid National Standards for providing survivor led services</p> <p>Project management or change management skills.</p> <p>Understanding of mental health, substance misuse, and their intersection with domestic abuse.</p> <p>Trauma-informed practice and its application in service delivery.</p> <p>Up-to-date working knowledge of Lancashire/Northwest and issues affecting local citizens</p> <p>Media related skills as required, including working with digital media</p> <p>Ability to develop and deliver training and development sessions to teams.</p>
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Ability to risk assess, identify hazards, including creation of physical and psychological safe environments.

**Essential Core Skills**

**Health & Safety Awareness**

All of our employees are required to work in a safe way, wear appropriate personal protective equipment (PPE), and keep themselves, other colleagues and customers safe. You will be expected to update your knowledge and skills on Health & Safety if successful in your application.

**Safeguarding**

We work with adults and children who may be 'at risk' and expect colleagues to work in a way which protects the people we support from harm. Our colleagues are expected to identify people 'at risk' and confidently report any Safeguarding concerns as appropriate within the service.

**Digital**

Across our services, we use a range of technology and systems and expect colleagues to use them effectively and safely following cybersecurity and data protection principles (UK GDPR). Full training on specific systems is provided but a willingness to learn and develop is essential.

**Equality, Diversity, and Inclusion (EDI)**

The Calico Group welcomes diversity and champions the rights of those in society who may be marginalised. Our employees are expected to be inclusive, embracing those from different backgrounds to develop a fairer society.

To succeed in any role within the Calico Group, candidates must show that their values and behaviours align with the organisation's principles. This alignment will be evaluated throughout the recruitment process.

The organisation is dedicated to safeguarding and promoting the well-being of adults, children, and young people. All employees and volunteers are expected to uphold this commitment and follow proper procedures to address any safeguarding concerns.

