

RELATE BIRMINGHAM

Job Description

Post: Domestic Abuse Service Manager

Responsible to: Chief Executive

Responsible for: Delivery Staff including Programme Facilitators and Practitioners
Programme Co-ordinator

Role: To manage the delivery and development of our Domestic Abuse Services.
To ensure operational service and contract targets are met and excellent outcomes are achieved.
To manage a team to deliver high quality, safe effective services.
To develop new funding streams and contracts, working with the Chief Executive.

Location: Birmingham Office (or hybrid working)

Key Tasks and Responsibilities:

- Agree an annual development plan and budget with the Chief Executive and monitor and review performance against these, reporting regularly as required.
- Manage and develop our Domestic Abuse programmes and services for both perpetrators of domestic abuse and victims.
- Build relationships with partners and other key organisations or professionals to support and expand service delivery, and identify opportunities to establish new services, contracts or partnerships.
- Lead and coordinate specific contracts and projects. Ensure a high standard of service delivery using the professional expertise of the team and making decisions about work allocation and deployment.
- A key responsibility is safeguarding and ensuring sure safeguarding of service users is effectively managed in line with policy and procedure and Respect Standards as appropriate.
- Work closely with the Programme Co-ordinator to monitor referrals and ensure arrangements are in place to support delivery and meet targets in line with the operational plan.
- Ensure delivery and reporting requirements are met and attend meetings with commissioners, funders, and partners as and when required.
- Market our Domestic Abuse Services to a wider range of customers including statutory and third sector organisations, professional bodies, businesses, public and Relate clients.

- Manage a team of facilitators, ensuring they receive appropriate induction, training and supervision, team meetings and reviews. Recruit new staff as needed.
- Ensure case and risk management processes are in place and work in partnership with Integrated Support Services as required so all necessary actions are taken to keep the victim/survivor and their children safe.
- Work alongside the Chief Executive to develop funding applications and tenders to secure new business and to retain existing work and develop income from self-funding routes.
- Represent Relate at appropriate meetings and events, deliver presentations or briefing sessions, develop materials and contribute to media and other opportunities to promote the service.
- With support from our Relate partners, lead on the external accreditation of the service by making sure standards are kept and take part in any activities to achieve re-accreditation.
- Work as part of the management team, contributing to delivering the organisation's objectives, operational planning processes, development of policy and good practice and duty manager cover.
- Maintain effective working relationships with other local Relate Centres and Relate National.
- Deal appropriately with client or service complaints in line with our policy and procedure.
- Stay aware of current and developing legislation and best practice regarding Domestic Abuse issues for both the victim and perpetrator.
- Attend meetings, reviews, supervision and other related meetings as required.
- Ensure accurate records are up to date and kept securely in line with accreditation standards.
- Understand and work within all policies and procedures of Relate Birmingham.
- Support equality of opportunity and anti-discriminatory practice in all areas of your work.
- Undertake training and other duties required to meet the objectives of the post.

Person Specification:

Qualifications & Knowledge

- A relevant qualification, for example in health and social care, counselling, psychology, probation or equivalent or demonstrable experience within the field.
- An in-depth knowledge of domestic abuse and issues relating to it.
- Thorough knowledge of safeguarding legislation and experience managing safeguarding issues.

Experience:

- Experience of working within domestic abuse services.
- Experience of managing contracts or projects, including setting up new work.
- Experience of successfully securing funding or new business.
- Track record of working with partner agencies or other stakeholders to deliver services.
- Experience of leading teams and line management
- Experience of report writing and financial reporting, including analysis of outputs, outcomes and gaps.
- Experience of working to quality frameworks, monitoring, evaluating and measuring impact.

Skills/Attributes:

- Good project and time management skills and a proven ability to manage conflicting demands.
- Be able to lead by example and supervise and motivate others.
- Ability to think and write strategically.
- Commercially aware, and able to manage a budget.
- Proven ability and drive to win new work and deliver new business effectively
- Ability to manage change and new programmes of work to a high standard.
- Ability to network, influence, problem solve and apply solution-focussed approaches.
- Able to develop and sustain professional relationships and partnerships.
- Ability to communicate clearly and confidentially, and with sensitivity in difficult situations.
- Ability to work well both independently and as a member of a small management team.
- Flexible in your approach to working hours and willing to travel to meet business needs.
- Excellent admin skills and IT proficient, able to use recording systems, Teams/Zoom
- Have experience working with confidential and complex information and adhering to GDPR requirements.

This post is subject to an enhanced DBS check and a 3-month probationary period.

July 2024