

JOB ADVERT:

Manager of Direct Services

Location:	Bristol with some Remote working
Salary:	(Grade 5) £42,750
Length of contract:	Permanent
Hours per week:	37
Closing date:	27th May 2024
Interviews:	14th June 2024

Who are Women's Aid?

Women's Aid is the national charity working to end domestic abuse against women and children. We are a federation of over 170 organisations which provide just under 300 local lifesaving services to women and children across England. For almost 50 years we have campaigned on behalf of our members and survivors to shape policy and practice, and to raise awareness of domestic abuse.

Purpose of the post

The post holder will oversee the day-to-day development and operational management of Women's Aid Direct Services and be responsible for leading on service planning, delivery, impact monitoring, quality assurance and evaluation. You will be responsible for managing senior support workers and indirectly, support workers, bank staff and volunteers.

Key duties and responsibilities of the Manager of Direct Services:

- Assist the Head of Services in developing, implementing, and reporting on a strategic and operational plan for the direct services.
- Ensure the development and implementation of effective policies and procedures for all direct services.
- Assist with the development and maintenance of an equality framework and ensure the provision of direct services against agreed standards.
- Ensure the management, supervision, appraisal, and development of senior staff in the department, and other staff as required to ensure delivery of high-quality services in accordance with best practise.
- Assist with the recruitment and training of all direct services staff and volunteers.
- Ensure effective cover of Direct Services, co-ordinating the rota and shift patterns, contributing to on call shift cover

- Responsible for safeguarding management and oversight/decision making in the need for emergency intervention.
- Ensure compliance with relevant legislative requirements including safeguarding, GDPR, working time directives and relevant others
- Work closely with managers and practitioners to ensure the consistent delivery of a high quality, functioning and efficient service.
- Identifying areas to actively promote equality, diversity, and inclusion throughout direct services
- Work closely with the Head of Service and the Senior Support Workers to identify and respond to opportunities for income generation and participate in Business Development and Fund Raising as a subject expert.
- Liase with internal teams and external agencies to communicate the impact of direct services and potential actions to increase awareness of services.

What we are looking for in our Manager of Direct Services:

- Experience of direct work with survivors and their children who have experience of domestic violence or other forms of abuse.
- Demonstrable understanding of safeguarding issues and the management of risk.
- Experience of managing staff /volunteers including recruitment, training, supervision, and performance management.
- Knowledge of safeguarding issues relating to working with domestic abuse survivors and children.
- Good working knowledge of GDPR (General Data Protection Regulation).
- Knowledge of the rights and options available to women and their children living with and fleeing domestic violence, including knowledge of relevant legislation.
- A good understanding of the impact of domestic violence or other forms of violence on women and children.
- Knowledge of refuge provision and the range of services available for survivors and children affected by abuse provided across England and Wales.
- Ability to lead and motivate a team to deliver high quality services.
- Education to a level that ensures a competent standard of literacy, numeracy, and analysis of complex information

Benefits of joining us as our Manager of Direct Services include:

- **Generous Annual Leave:** 25 days + 2 Company Holidays + 8 UK Bank Holidays, with an extra 1 day per year after 1 year of service, up to a maximum of 5 additional days.
- **Valuable Pension Benefits:** a generous 7% employer contribution.
- **Flexible Working:** remote working, a generous TOIL scheme, and family-friendly policies

- **Wellness and Support:** including a cycle to work scheme, free optician check-ups, annual flu vaccines, access to a 24-hour employee assistance counselling helpline, a 'Headspace' app for mindfulness, and 'Reflective Practice' sessions.
- **Making a genuine difference,** in a rewarding role where your work will directly result in helping Women's Aid to be able to provide lifesaving services for women and children across England.

How to apply?

- **Please submit your CV and a Cover Letter.** Your Cover Letter should be no more than 2 pages long and should include a summary of your reasons for applying for the position. You should also include details of how your skills, behaviours and experience meet those necessary for the role, as listed in the Job Description and Person Specification.
- **Please ensure that you also complete the EDI form and send all completed paperwork to recruitment@womensaid.org.uk.** (Please clearly mark your name and the role title in the subject line of your email).

NB:

- **Women only need apply under schedule 9 (Part 1) of the Equality Act 2010**
- If you have been shortlisted for interview, you will be informed by email. Regrettably, we are normally unable to acknowledge unsuccessful applicants.
- We reserve the right to close a recruitment campaign earlier than the advertised closing date if a high volume of responses are received.
- All posts, including remote posts, must be based in the UK.
- **Women's Aid is committed to quality, equality, and valuing diversity.** Applications are particularly welcome from Black and minoritised women.
- **We are a Disability Confident employer.** For an informal chat about your needs or to receive the application pack in another format, please email recruitment@womensaid.org.uk.
- **Please read our Single Sex Statement here: [Women's Aid: Single sex services statement - Women's Aid \(womensaid.org.uk\)](#)**