

## JOB DESCRIPTION:

# Manager of Direct Services

Reports to:	Head of Services
Location:	Bristol with some remote working
Salary:	£42,750
Length of contract:	37 Hours per week, permanent

*Please note that we do not invite enquiries from recruitment agencies.*

## Main Purpose of 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.

## Duties and Key Responsibilities

### Service development

- 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.

### Staff management

- 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.
- Contribute to on call shift cover to oversee paid staff and volunteers and to provide support when required.

- Contribute to team meetings and organisational priorities, to prepare and participate in supervision.

## Quality Assurance

- 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 the Research and Evaluation team on regular reporting, evaluation, and research to inform development of direct services.
- Oversee performance monitoring to ensure consistency, quality, and a trauma informed approach across all direct service services.
- Work with the No Woman Turned Away Senior Practitioner, developing and implementing systems and practice that will ensure the consistent delivery of a high quality and efficient service.
- Work with the Digital Platform Manager to ensure the technical systems behind each service are functioning as needed, feeding back priority issues, and identifying future developments.
- Overseeing survivor feedback and impact on service delivery.
- Identifying areas to actively promote equality, diversity, and inclusion throughout direct services
- Liaise with other service providers to ensure effective information sharing and referral protocols.
- Take direction on priorities from your line manager which may vary from time to time.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Abide by all organisational policies, codes of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice.

## Sustainability and Business Development

- 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.
- Develop and maintain online systems for recording and analysing information in relation to direct services.
- Monitor whether the service has the resources required to operate effectively and that these are managed within the budgetary restrictions.
- Escalate significant risks in a timely manner.

## General Responsibilities

- To contribute to team meetings and organisational priorities, and to prepare for and participate in regular supervision and appraisal meetings
- To be flexible within the broad remit of the post
- To take direction on new projects and priorities from your line manager, which may vary from time to time
- To carry out word-processing, filing, and administrative tasks necessary to comply with the job description
- To maintain clear and adequate records of work done and to produce reports on work programmes and activities as requested by management
- To provide appropriate responses and support to survivors of domestic abuse and specialist service providers in the delivery of this job description, as required
- To ensure the safety and wellbeing of survivors sharing their stories on public platforms, following organisational safeguarding protocols at all times

## Other

- Based in Bristol, with some remote working, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.
- Able to demonstrate a commitment and sensitivity of the aims and objectives of Women's Aid;
- Commitment to anti-discriminatory practice and equal opportunities;
- Willingness to work occasional unsocial hours as required.

Person Specification		
Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of direct work with survivors and their children who have experience of domestic violence or other forms of abuse.</li> <li>• Demonstrable understanding of safeguarding issues and the management of risk.</li> <li>• Experience of managing staff /volunteers including recruitment, training, supervision, and performance management.</li> </ul>	<ul style="list-style-type: none"> <li>• Considerable experience of the operational management of telephone and online advice/information/support services to the public.</li> <li>• Experience of organising staff resources via a rota system to effectively meet service need.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of maintaining effective systems for monitoring and evaluating advice service provision, including user feedback information.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of safeguarding issues relating to working with domestic abuse survivors and children.</li> <li>• Understanding of the need for confidentiality and accurate record keeping.</li> <li>• Good working knowledge of GDPR (General Data Protection Regulation).</li> <li>• Knowledge of the rights and options available to women and their children living with and fleeing domestic violence, including knowledge of relevant legislation.</li> <li>• A good understanding of the impact of domestic violence or other forms of violence on women and children.</li> <li>• Knowledge of refuge provision and the range of services available for survivors and children affected by abuse provided across England and Wales.</li> <li>• An understanding of the monitoring and reporting requirements of funders.</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to lead and motivate a team to deliver high quality services.</li> <li>• Supervisory skills and ability to coach staff and manage performance to ensure high quality service provision.</li> <li>• Efficient planning and organising skills, able to work to deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to plan, deliver, evaluate, and review training.</li> </ul>

	<ul style="list-style-type: none"> <li>• Highly computer literate and proficient in word-processing, email, databases, and online communications.</li> <li>• Verbal communication skills including an excellent telephone manner.</li> <li>• Writing skills and ability to write reports, policies, and procedures.</li> <li>• Ability to liaise and communicate effectively, assertively, and diplomatically with a wide range of audiences.</li> <li>• Ability to work on own initiative, plan, initiate and evaluate projects, both as an individual and within the staff team.</li> </ul>	
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Evidence of continuing professional development.</li> <li>• Education to a level that ensures a competent standard of literacy, numeracy, and analysis of complex information.</li> </ul>	

## Behavioural Competencies

<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables.</li> <li>• Takes ownership for mistakes and refocuses efforts when necessary.</li> <li>• Holds self and others accountable for reaching short and long-term goals.</li> <li>• Self-imposes high standards of excellence, rather than having standards imposed.</li> </ul>
<b>Collaboration &amp; Teamwork</b>	<ul style="list-style-type: none"> <li>• Relates well to people at all levels.</li> <li>• Aligns personal work and performance with the broader team to achieve mutual outcomes.</li> <li>• Fosters teamwork: works to build relationships within teams and bridge the gaps between departments.</li> <li>• Supports and cares for others, and addresses issues disrupting team functioning and harmony.</li> </ul>

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication.</li> <li>• Actively listens, consults others, and takes feedback on board.</li> <li>• Communicates using appropriate tone and language.</li> <li>• Has the ability to persuade, negotiate, and build support for own initiatives.</li> </ul>
<b>Innovation &amp; Entrepreneurial Spirit</b>	<ul style="list-style-type: none"> <li>• Seeks organisational improvement; promotes efficiencies in every area of their work.</li> <li>• Identifies problems and implements solutions, including trying new and different approaches.</li> <li>• Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions.</li> <li>• Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value.</li> </ul>
<b>Resilience</b>	<ul style="list-style-type: none"> <li>• Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment.</li> <li>• Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth.</li> <li>• Manages disagreements with tact and diplomacy.</li> <li>• High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.</li> </ul>

## Benefits

- Generous Annual Leave: 25 days, rising to 30 with long service, plus 8 bank holidays.
- Extra Leave Days: Celebrate International Women's Day and the Tuesday after the August bank holiday.
- Valuable Pension Benefits: Join Women's Aid pension scheme with a 7% employer contribution.
- Flexible Working: remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- Wellness and Support: Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- Mental Health and Well-being: 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services

## Summary of Terms and Conditions of Employment

**Terms of appointment:** Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of six months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period

employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

All posts are subject to a DBS check, two suitable references and right to work checks.

**Salary:** £42,750 pro rata. (Grade 5) + benefits. Salary is paid in arrears through bank credit by the 25<sup>th</sup> of each month. Part time staff receive pro-rata payment based on hours worked.

**Working hours:** The standard working hours for this post are 37 hours per week, based in Bristol with some remote working, UK based; benefits include a generous bank holidays and annual leave package and contributory pension scheme. All posts, including remote posts must be based in the UK.

**Support and supervision:** Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

**Pension:** Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

**Annual Leave:** Women's Aid offers an annual leave entitlement of 25 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. Plus, three days of 'end of year' leave, bridging the gap between the festive holiday period and new year to allow colleagues to rest and recharge during this unique quiet time. All leave entitlement is calculated pro-rata for part time employees

**Other leave:** Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

**Period of notice:** 2 months after your probationary period has been completed.

**Union:** You have a right to membership of a trade union. Women's Aid recognises Unison.

**Asylum and Immigration Act 1996:** To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most commonly this is a British Passport.

Additional information is available on request.