



# **The Bridge Project South West**

## **JOB DESCRIPTION**

<b>TITLE OF POST:</b>	<b>ISVA Service Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Head of Services</b>
<b>RESPONSIBLE FOR:</b>	<b>Team Leaders, Senior Practitioners</b>
<b>HOURS:</b>	<b>37 hrs a week – generally worked Mon-Fri 9am to 5pm with occasional evening and weekend work as required</b>
<b>SALARY:</b>	<b>£33,092-£35,334 per annum</b>
<b>BASE:</b>	<b>Bodmin with regional and some national travel</b>

### **GENERAL**

The Bridge Project South West delivers the Independent Sexual Violence Advisor Service across Devon and Cornwall for all adults and children who have reported, or are considering reporting sexual assault, rape or sexual abuse. The Bridge Project is a service of TWCC Projects Ltd which is a wholly owned subsidiary of The Women's Centre Cornwall. The Women's Centre Cornwall are the lead provider and contract holder for the service which is delivered in partnership with Devon Rape Crisis and Sexual Abuse Services, Intercom Trust, Konnect Communities, The Children's Society, The Olive Project and West Cornwall Women's Aid

### **PURPOSE**

Having commenced the service on 1st October 2024, this is an exciting time to join the service. Working closely with the Head of Services, the post-holder will lead the team of experienced staff to realise the innovative new vision for the service.

## RESPONSIBILITIES

- Ensure that all adults and children accessing The Bridge Project receive a high quality, trauma informed service that meets their needs and supports any engagement with the criminal justice process
- Ensure that the services are accessible to everyone who needs them and tailored to address any barriers to ensure that individual needs are met
- Ensure that all staff receive high quality line management and support with an emphasis on dynamic caseload management and staff wellbeing
- Line management of Team Leaders and other staff as appropriate
- Provide effective Contract Management including responsibility for performance and reporting
- Ensure that all staff understand their role, practice good professional boundaries and work in accordance with Bridge Project expectations, policies and procedures
- Support the team to embrace the partnership model of working and embed a “team around the person” approach
- Support the Head of Services in strengthening the Bridge Project partnership
- Maintain and develop practice guidelines, procedures and guidance documents in line with best practice, emerging practice and changes in law and other statutory guidance
- Lead effective change management across the service to ensure the successful implementation of improvements and innovation
- Lead on the development and coordination of volunteering and lived experience opportunities across the service including the delivery of training and supporting other staff to deliver training
- Provide support for funding bids and other fundraising activities
- Work closely with the Head of Services on achieving and maintaining relevant service accreditations
- Ensure excellent working relationships and communication protocols with the police, Crown Prosecution Service and Courts.
- Working closely with Impact Manager to fully analyse the effectiveness of interventions for people with different protected characteristics in line with our commitment to Equity, Diversity, Inclusion and Belonging (EDIB).
- To champion Lived Experience voices within the Specialist Support Service and ensure the continued development of comprehensive progression pathways for survivors.
- Ensure that accurate and timely records are maintained by all staff including appropriate case notes, equalities and outcomes monitoring and feedback
- Ensure that safe working practices, including lone working, risk assessments, safeguarding and escalation processes are followed by the whole team and monitored closely by line managers

- Taking an active role in The Women's Centre Cornwall including attendance at Managers meetings, whole organisation events, reciprocal training, safeguarding and duty cover and representing The Women's Centre Cornwall alongside the Bridge Project where necessary
- Oversee effective management of any waiting lists and interim support
- Act as a Safeguarding Lead for the service
- Completion of internal and external reports including narratives, case studies and data analysis
- Working closely with the CEO and Development Manager to identify and secure additional funding
- To represent the Bridge Project and The Women's Centre Cornwall at meetings, events and conferences delivering presentations and media interviews as required
- Leading on implementation of agreed annual service development plans within the service including EDIB objectives
- Represent the service at key operational and strategic meetings, locally, regionally and nationally
- Leading effective partnership working including referral pathways and managing sub-contractors and working with lead partners
- Develop and maintain strong and effective working relationships with key external stakeholders
- Ensuring that the service upholds very high standards of confidentiality and is fully compliant with all GDPR requirements
- To undertake the induction training programme.
- To work at all times within the policies, procedures and ethos of The Bridge Project and TWCC.
- To participate in regular line management and external supervision
- To attend Team Meetings and Professional Development Days

Please note this list provides an outline of the key responsibilities and duties for this role. It is not exhaustive, and a flexible approach will be needed in order to provide a responsive, service-user led service.

***This post is open to women only in accordance with the Equality Act 2010, Schedule 9, Part 1'***

*The Bridge Project values diversity and welcomes applicants from all sections of the community, especially from groups with a protected characteristic such as black and minoritised women, who are currently under-represented at the Bridge Project*

*Our premises in Bodmin are fully wheelchair accessible.*

