

Refuge



**For women and children.
Against domestic violence.**



**Service Manager
Applicant Information Pack**

Introduction from the CEO

Thank you for your interest in working for Refuge.

We have a diverse team of incredible people who work together to provide an inclusive approach to ensure that every woman who needs support when facing domestic abuse, receives it.

We do this through a combination of frontline services offering immediate safety and support to women and their children. We also lead vital work to influence and change policies and practices that impact women and girls and use public engagement and campaigning to help change societal attitudes and norms.

We know that domestic abuse will never end until it is recognised by society as the crime that it is, and there is an understanding that it is underpinned by misogyny. We will not stop until we are able to challenge and shift harmful societal attitudes as well as drive policy and practice change that is needed to end Violence Against Women and Girls (VAWG). It is only then that women and children will be free to live their lives in safety, with control over their choices and without fear.

Whatever your role at Refuge, you will have the opportunity to grow and develop as part of an amazing diverse and inclusive team of inspirational and talented people who provide vital and specialist services to women and children when their lives are in crisis. This is not always easy work, but it is essential, it is lifesaving, and it is life changing. So, whether you work directly with clients, behind the scenes, or represent Refuge to the outside world, you will be an integral part of what we do.

We look forward to receiving your application.

Abigail Ampofo
Interim CEO





We want kind and empathic people to work at Refuge, who believe in equality, diversity, and inclusion, are experts in their area of knowledge, want to make a positive difference and improve the lives of the women and children we support.

This is an opportunity to join Refuge as a Service Manager to support women and children who are impacted by domestic abuse and other gender-based crimes. In this role you will provide line management and support to staff who work with and help women and their children who have experienced domestic abuse and are staying in our Lambeth refuges. Our Lambeth refuges are culturally specific services for women and children of African and Caribbean heritage. This will include providing supervision on complex casework issues such as child protection, overseeing operational emergencies and ensuring high standards of casework.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

Salary

£42,444 per annum

(Inclusive of London Weighting, which may not be applicable depending on your home location and an agreed permanent homeworking arrangement)

Employment term:

This post is Permanent, Full Time, 37.5 hours per week.

Location:

Lambeth, London

Closing Date

09:00 am on 15 April 2024

Interview Date

22 April 2024

Employment Terms

Salary

The annual full-time salary for this role is £42,444 per annum. Please note that this includes a London Weighting Allowance of £3000, which may not be applicable depending on your home location and homeworking arrangements.

Refuge is an accredited Living Wage Employer. This means that every member of staff working here will earn a real Living Wage. The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. We voluntarily choose to pay the real Living Wage because we believe that a hard day's work deserves a fair day's pay.

Days and hours of work

The contracted hours of work are 37.5 hours per week, from Monday to Friday. This is exclusive of an unpaid lunch for every full day worked.

Probation

All appointments are subject to satisfactory pre-employment checks, further details will be provided when an offer of employment is made. The probation period for this post is 6 months.

Annual Leave

Annual leave allowance is 28 days per annum plus public holidays, rising to 30 days following completion of five years' service at the start of the annual leave year. Annual leave for part-time roles is pro rata.

Pension

Refuge operates a qualifying salary sacrifice pension scheme with Aegon.

Employee Benefits

Refuge offers a variety of exciting opportunities to learn, develop and grow in your career. We recognise the value everyone brings to the organisation in achieving our aims, and we are dedicated to developing and rewarding our staff.

We offer all our employees a competitive benefits package including:

- Competitive salary
- Clinical supervision for all staff
- Confidential support and advice service via an employee assistance programme available 24 hours a day which provides support on a range of work and personal issues
- Enhanced sick pay leave which increases with length of service
- Excellent sector leading maternity, adoption, parental and paternity pay and leave
- Generous life cover scheme valued at four times individuals' salary and covers death in service subject to insurers approval
- Eye care e-Voucher scheme
- Cycle to Work scheme
- Discounted membership with PureGym
- Access to Perkbox providing discounts to employees on a wide range of activities and online purchases
- Opportunity to join our wide range of Equality Network Groups
- Access to free Will writing service

- The ability to apply for flexible working from day one. There will be space to discuss flexible working at interview
- Interest free loans to purchase season tickets for travel to work and/or to pay deposits to secure rented accommodation, and for professional qualifications

Training and Learning

We are committed to supporting a culture that enables all staff to achieve their full potential by providing a range of professional and personal development opportunities including access to a wide range of e-learning resources.

JOB DESCRIPTION

Job Title	Service Manager
Directorate	Service Delivery
Reports to	Senior Operations Manager
Location	Lambeth
Responsible for	Deputy Service Manager, Refugee Workers, Children's Support Workers
Working hours	37.5 hours per week
Working pattern	09.00am – 5.30pm, or 9:30am to 6pm Monday – Friday

Role Outline

We are recruiting for a Service Manager who is passionate about supporting women and children who are impacted by domestic abuse and other gender-based crimes. The Service Manager will join our team in Lambeth to lead on the delivery and development of high-quality refuge services for survivors of domestic abuse and other gender-based crimes. This will include managing staff teams to ensure effective advocacy is provided survivors at the highest risk and their children. A key requirement is to provide personal welfare support and to ensure that women are provided with a safe, supportive, and welcoming environment in accordance with Refuge's philosophical principles. Suitable candidates must have proven experience of providing direct emotional and practical support, and of managing case work. In addition, you must have experience of managing and motivating staff, knowledge of domestic abuse issues and experience of providing support to women, and experience of working in either a women's refuge or residential setting. As a member of the management team, you will be required to participate in an out-of-hours management service.

The service manager will be responsible for the management of the refuge accommodation services in Lambeth, in line with Refuge's policies and procedures and quality management system. Our Lambeth refuges are culturally specific accommodation services for women and children of African and Caribbean heritage. The post holder will provide line management and support to staff, this will include providing supervision on complex casework issues such as child protection, overseeing operational emergencies and ensuring high standards of casework.

The service manager will be responsible for ensuring that contractual and other funding requirements are met fully, and that Refuge's high-quality standards are maintained, the role may involve visiting potential sites and contributing to the establishment of new services in conjunction with the development team.

The job involves working closely with staff that support women and their children who are experiencing violence and abuse in their relationships.

Key Accountabilities and Deliverables

- Manage the delivery and development of high-quality support to women and children escaping domestic violence, in accordance with Refuge's operational policies and procedures.
- Ensure the continuity, high quality, and improvement of Refuge's services in accordance with Refuge's quality management system and any other relevant quality standards.
- Make sure that Refuge's Casework Management and Quality policies are implemented, ensuring that a high-quality service is being provided and that case records are clear, professional, and up to date.
- Ensure that all services are trauma-informed, sensitive, and responsive to the needs of the women and children using them, that user feedback is gathered systematically, recorded, and acted upon and that the policies, procedures and philosophy of Refuge are understood fully and implemented by staff.

- Provide personal welfare support and ensure that women are provided with a safe, supportive and welcoming environment.
- Actively contribute to policy development and review.
- Oversee the safeguarding of children and vulnerable adults and support staff to ensure the safeguarding policy is followed.
- Provide management of a range of services, ensuring staff deliver the required outcomes within budget.
- Manage the budget ensuring effective collection of rent and taking corrective management action when required in line with Refuge's financial regulations.
- Manage the eviction process ensuring the eviction policy is followed liaising with the senior operations manager as appropriate.
- Monitor services proactively, with the engagement of the staff team, and to ensure that the services meet the required specifications at all times and are shaped by the feedback of women and children.
- Prepare and present high-quality monitoring and other reports to various commissioning bodies
- Create and execute actions plans for the service.
- Ensure that the refuge services provide a safe and secure environment for women and children escaping domestic violence in compliance with housing law and the requirements of funders and registered social landlords.
- Recognise, respect, and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other hard to reach groups.
- Be an ambassador for Refuge, working in partnership with other agencies to tackle domestic violence and attending meetings with housing associations, funders, local authorities, domestic violence fora and any other bodies.
- Comply with Refuge's housing management procedure, ensuring that the accommodation provided achieves a high standard and that housing maintenance tasks are carried out regularly.
- Ensure the effective monitoring and management of voids, admissions, rent arrears, property maintenance and health and safety.
- Maintain confidentiality and ensure that professional boundaries are observed when working with residents, staff, and external bodies, and to work within Refuge's Code of Conduct.

Managing people

- Manage and develop staff in accordance with Refuge's performance management scheme, ensuring their involvement in the continuous improvement of services.
- Support staff through monthly supervision meetings, ensuring that probationary reviews are carried out.
- Ensure all staff complete Refuge's specialist training program.
- To engage the whole team in regular service review to promote best practice and continuous improvement of service. To implement and manage the sharing of knowledge and good practice towards improving service delivery.
- Select, recruit and retain staff in line with refuge's policies and procedures.

Managing security

- Maintain the security and well-being of survivors of domestic violence and their children within the refuges, and to communicate immediately with the Senior Services Manager any breaches of security, especially where there is concern about safety.

- Ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998 and General Data Protection Regulations Managing health and safety.
- Promote and ensure safe working for self and others by strict adherence to Refuge Security procedures and Health and Safety policy.
- Monitor and support the management of health, safety and security within accommodation, including carrying out and recording regular fire and health and safety checks, ensuring that fire equipment and fire doors are in working order and not obstructed.
- Ensure that all equipment provided by Refuge is in safe working order and that periodic testing and maintenance is carried out.
- Carry out cleaning and other light manual duties when required.
- Arrange and supervise contractors, carrying out maintenance and repairs.

General responsibilities

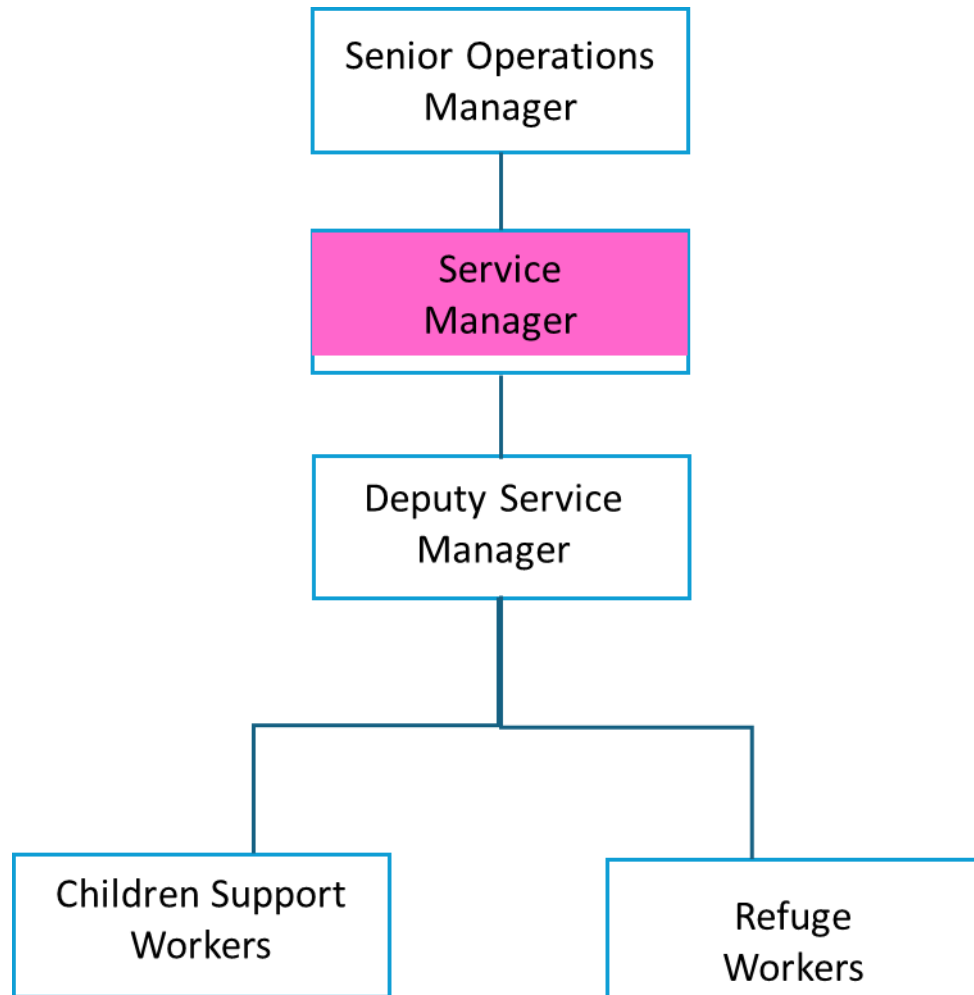
- Demonstrating an understanding of and commitment to equality, diversity, and inclusion in all aspects of the role.
- Promoting and ensuring the safety and wellbeing of self and others in line with our Safeguarding Adult and Children Policies, Health & Safety Policy, together with any other requirements aimed at keeping people safe from harm in their interaction with Refuge.
- Ensuring that the confidentiality and security of information is maintained in accordance with our Confidentiality, Data Protection, IT and Security policies.
- Promoting sustainable working practices and reducing the environmental impact of Refuge's work.
- Adhering to Refuge's Policies and Procedures at all times.
- Cover for other members of the team and division, as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

We are committed to safeguarding therefore we expect all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks (DBS) in accordance with the DBS Code of Practice for all roles. We undertake an enhanced DBS check for our roles working directly with survivors.

It is essential to the development of Refuge's service delivery that the post holder can respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

TEAM STRUCTURE CHART



Who Are We Looking For?

For us it is important that you are passionate, committed and care about the work Refuge undertakes. Not all roles require previous experience in the Violence Against Women and Girls (VAWG) sector. You may be able to bring relevant experience from another industry or transferable skills from a different type of role or volunteering/community experience.

For us, a role description is a useful guide. But please don't discount yourself if you feel you don't meet all the criteria and believe you have the potential. Above all we value individuals who are committed to working hard but looking after yourself, flourish in an inclusive environment and want to make a positive difference to the communities we support.



Person Specification:

Experience, Knowledge & Qualifications

- Good standard of general education or equivalent practical experience
- A recognised qualification in housing/social work/management (desirable).
- Practical experience of working in a women's refuge/residential/health and/or community setting.
- Experience of sensitively assessing and responding to the needs and risks of women and children experiencing domestic violence and other forms of violence and abuse.
- Experience of providing direct emotional and practical support to people seeking support/advice.
- Proven experience of safeguarding children and vulnerable adults.
- Experience of supervising a team
- Experience of providing advocacy
- Experience of managing and developing teams and individuals

Skills

- Knowledge of the dynamics and impact of domestic abuse and other forms of violence and abuse and how best to support survivors.
- Evidence of the ability to be an ambassador for Refuge and to communicate and work in accordance with Refuge's philosophical principles.
- Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way.
- Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected
- Up to date knowledge of legislation relating to domestic abuse and other forms of violence against women and girls
- Evidence of the ability to manage casework effectively with evidence of a methodical and well organised approach
- Evidence of the ability to develop, sustain and evaluate joint work between agencies, including establishing good working relationships negotiating effectively
- Evidence of the ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries.
- Demonstrable knowledge and understanding of the needs of women who face additional barriers including Black and minoritized women, and disabled women experiencing domestic abuse and other forms of violence against women and girls and how discrimination affects them.
- Demonstrable ability to use Microsoft Office (word, excel, outlook, access), and to collect and analyse statistics.

Personal Qualities

- An interest in and commitment to the long-term success and development of Refuge.
- Acts as a role model for the organisation with integrity and a demonstrable commitment to upholding professional standards.
- Demonstrates passion and approaches all work in an enthusiastic way.
- Commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support and equality which underpin all of the work undertaken by Refuge.

An Inclusive Workplace for All

- Our vision is to have a workforce that is reflective of the communities we serve; therefore, we actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.
- We are committed to challenging the inequalities of society and will continue to learn and grow as an organization to ensure that we provide an inclusive and welcoming environment for all.
- We understand that people have personal lives, and these can sometimes impact on their time and availability. We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. If you need flexibility within your working hours, working pattern or location then do let us know and if the role and team can support that request, we will do what we can to support you.
- We are proud to have been awarded Disability Confident - Committed. Refuge is aware that individuals with disabilities, or long-term health conditions or are D/deaf or neurodivergent are underrepresented in the sector. Refuge is committed to doing what we can to support our employees.
- We committed to paying a competitive salary for the sector because we want to help break the poverty cycle and reduce social economic barriers to those working within the sector. This is reflected in our commitment to the Show the Salary pledge and #Nongraduateswelcome and being an Accredited Living Wage employer.
- We understand that individuals who are Black, Asian and ethnically diverse are often underrepresented within the sector therefore we have signed up to the VAWG Anti-Racism charter, we have an EDI Steering Group and equality, diversity and inclusion training.
- Furthermore, we have seven Employee Network Groups providing a safe space for staff to share their lived experiences and to challenge us as an organization to do better.

These groups are:

- Mental Health and Wellbeing
- LGBTQI+ Shine
- Anti-Racism
- Allies
- Families
- Women's
- Disability and Neurodiversity Matters

How To Apply

Key Information and Deadlines

To apply please access our online application form via our website:

<https://refugecareers.ciphr-irecruit.com/Applicants/vacancy>

Applications must be completed and submitted by 09:00 am on 15 April 2024

- If you have any questions or want to discuss the post before applying, please contact us via email to recruitment@refuge.org.uk
- You can also find out more information about Refuge at www.refuge.org.uk

Interviews will take place on 22 April 2024 (via Microsoft Teams)

Completing your application form

What matters most to us when recruiting new members to join the Refuge team, is the inclusive attitude and relevant experience you will bring to the organisation and the role, and how you will support our values of: *A FEMINIST FORCE FOR GOOD, NEVER SHY AWAY, BUILD IT TOGETHER, SHOW WE CARE, LEARN EVERY DAY*. The full values can be downloaded from our [website](#)

Please note that we do not accept CVs for this job vacancy and all applications must be submitted via our online application form. The application process will require you to complete various sections of the application form. It is important that you complete all sections. Please do indicate N/A (not applicable) should some areas of the form not apply to you.

Your Supporting Statement section of the application form describing your skills and experience against the job description and person specification, will also be used to determine who to invite for an interview. Therefore, please do give clear examples of how your skills and experience are relevant to the job you are applying for, and how and where you have used them. Your Supporting Statement should not exceed a maximum of 800 words.

For example, this can be:

- Relevant experience from your present or previous jobs.
- Skills and experience gained from community or voluntary work, work experience, leisure interests and activities in the home.
- Education and the training you have received.

We would like to thank you in advance for expressing an interest in working for Refuge. We look forward to receiving your application.

Applications from Refuge Service Users and Survivors

Former Refuge service users and other survivors supporting Refuge in its external work including for fundraising, policy, media and press can apply for all externally advertised job vacancies.

Survivors that are currently using our services cannot apply for Refuge job vacancies. This restriction is for the survivor's safety and to ensure there is no conflict of interest.

A confirmation of a conditional job offer to a former service user will be subject to a risk assessment. Where significant risks to Refuge and other service users cannot be mitigated, we may not be able to make a conditional offer of employment. If successful in securing the role, their data on Impact will be

protected.

Our commitment to inclusive recruitment

Our People and Culture team will remove your name, address and date of birth before forwarding your information for shortlisting. Your education is only considered if it is a requirement of the role.

We want Refuge to be an organisation that is reflective of the society we are based in, therefore, we are committed to growing our diverse workforce. The information you provide on the diversity monitoring form is confidential and helps the People and Culture team to understand where you would have seen the role and how we may need to do better in ensuring everyone who wants to work for Refuge is aware of the opportunities as they arise.

Other information

Safeguarding is vital to our work, and we strive to prevent harm and promote and protect the welfare and safety of all adults and children that come in contact with the organisation. We have a collective responsibility to take a do no harm approach by prioritising the safety and wellbeing of the women and children accessing our services, as well as ensuring a duty of care to our staff and volunteers.

As part of this responsibility, we undertake basic disclosure checks (DBS) for all roles in accordance with the Codes of Practice and in line with our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy, and for our roles working directly with survivors, at an enhanced level check. Applicants are encouraged to apply for job vacancies, having a spent or unspent conviction will not automatically exclude you from being offered the role. If you are successful in securing the role, we will hold an open and measured discussion about any convictions that might be relevant to the role. Our Recruitment of Ex-Offender and Disclosure Barring Services Checks Policy is available to applicants on request.

Data Protection Act

Refuge is committed to protecting your privacy. Information provided by you in your application form will be kept for the purposes of monitoring. It will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from this form and used as part of your human resources record. All personal information that you supply to us as part of your application will be processed in accordance with prevailing UK Data Protection legislation.

By submitting your completed application form you are consenting to your personal data being used and held as described above.

Please ensure that the information you give to us is correct and that you let us know of any changes immediately.

