



*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

As an experienced manager with a proven track record of leadership in providing services to women experiencing domestic violence and abuse and VAWG, the post holder will lead and manage the service, working collaboratively with fellow Advance managers, external agencies, key subcontracted partners (where relevant) and stakeholders to provide a consistent and holistic service. This role requires the effective management of frontline workers who will be delivering 1:1 advocacy, that fulfils the needs of the women accessing the service across Central/West London.

Key Responsibilities and Duties

- Recruit, train and develop a team of competent and highly skilled frontline workers (IDVAs, caseworkers, specialist project staff etc.) to provide a consistently high-quality service to service users experiencing domestic violence and abuse; supporting staff to ensure that Advance's values, policies and procedures are embedded into service delivery.
- Be responsible for line managing and performance managing frontline workers and project staff within the post holder's responsibility, including annual appraisals and supervision and overseeing a consistent approach to programme training relevant to team and individual development needs.
- Monitor the performance of your team, offering continuous coaching and feedback to ensure that Advance meets the specific KPIs and outcome measures for the contract, taking immediate action to manage poor performance as necessary.
- Oversee the management of caseloads and casework to a high-quality standard in line with Women's Aid quality standards and Safelives Leading lights.
- Working to ensure the best use of resources such as service coverage while having an understanding of the budget and supporting the senior management on the budget allocation
- Develop systems, processes and procedures, including data collection and recording, to continually improve services and internal training.
- Ensure that the staff team meets regularly and that an inclusive and collaborative culture across your geographic region is driven by yourself, communicating frequently with staff and keeping them updated of new developments in the service.
- Work collaboratively with fellow Advance Managers to re accredit the service and improve practice, while proposing solutions to senior management and reporting challenges and achievements.
- Work in partnership to build and maintain networks, relationships and pathways, in order to provide institutional advocacy and a robust whole systems approach to ensures that domestic abuse frontline role is central to multi agency work, while ensuring women's voices in this process are heard and are at the centre of the work.

- Work with the Senior Management Team to identify service delivery gaps as well as recommission, develop and extend the projects under your specialist remit.
- Act as main contact for day-to-day communications with commissioners and partner agencies for relevant projects.
- Represent the service at multi-agency operational and relevant-level strategic meetings, feeding back initiatives and outcomes internally as appropriate.
- Influence and develop and support responses, including gathering evidence and sharing information within Advance for consultations, to improve services to victim/survivors of domestic abuse ensuring that the experiences of service users are central.
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post

PERSON SPECIFICATION:

E= Essential and D = Desirable

KNOWLEDGE AND QUALIFICATIONS		
1.	A relevant qualification, for example in management, law, or social work with a particular focus on the women's sector/community and voluntary sector, or significant equivalent relevant experience	E
2.	An in-depth and thorough knowledge of VAWG especially domestic violence and abuse, and issues relating to it	E
3.	Thorough knowledge of safeguarding practice, procedures and legislation and MARAC	E
4.	A good knowledge and understanding of organisational systems and frameworks, line management and project management	E
EXPERIENCE		
5.	Experience of working in partnership with statutory and voluntary services	E
6.	Significant experience of creating, developing and leading teams across a geographically dispersed region and remotely, including harnessing the strengths and potential of staff at all levels, building a strong team culture and maintaining staff motivation, particularly through periods of change.	D
7.	Experience of working directly with women presenting with a complex range of needs, risk assessing, needs assessing and safety and support planning.	E
8.	Experience of delivering presentations, training and workshops in a multi-agency setting.	D
9.	Proven track record of building and maintaining networks and working with partner agencies and other stakeholders to develop and deliver services.	E
10.	Experience with report writing, contract management and financial reporting including analysis of outcomes, outputs and gaps	E
11.	Experience of implementing quality assurance frameworks, monitoring, evaluating and measuring impact.	E
12.	Experience of developing training, processes and/or procedures and accreditation of programmes	D
TECHNICAL/WORK BASED SKILLS		
13.	The ability to work well within a team and responsibly on own initiative and of maintaining professional boundaries with staff, clients and partner agencies.	E
14.	A flexible, proactive approach and the ability to remain calm and objective in stressful situations.	E
15.	Good project and time management skills, working effectively under pressure with the ability to manage conflicting priorities whilst maintaining service delivery and adhering to deadlines.	E
16.	Ability to manage change and new programmes of work to a high standard.	E
17.	Excellent listening and communication skills with a wide range of people of all ages and backgrounds.	E
18.	Ability to network, influence, problem solve, overcome barriers and apply solution focused approaches.	E
OTHER		
19.	Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E



Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.