



**Job Title:** Service Manager

**Service/Division:** Young Women & Girls (YWG) – Victims & Witnesses Service

**Reporting to:** Head of Service

**Direct reports:** Frontline employees (4 x YWG Advocates)

**Salary:** up to £35,000 pro rata

**Hours:** 25 hours per week (Ideally spread across 5 days. Must include Wednesdays)

**Location:** Advance's London based Women's Centres (Hammersmith, Finsbury Park and Stratford), with the opportunity to co-locate at Catch 22 offices one day a week with your team.

**Contract Type:** Fixed Term – 4-year contract (end date: 31/03/2028, with potential for extension)

*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**

Advance has partnered with Catch 22 to deliver services to young victims of crime in London. In recognition of the distinct challenges facing young women and girls (YWG), Advance will deliver a dedicated service to young women and girls (aged 13 to 18) who have been a victim or witness of crime. This is an exciting time to join Advance as we embark on our journey to reach even more young women and girls in need of support using best practice youth, gender, trauma-informed and holistic approaches.

The YWG Victims & Witnesses Service will provide support to young women and girls across all London boroughs in our safe, women only spaces and in the community. The YWG Victims & Witnesses Service offers specialist support designed to enable YWG to escape harm and to thrive in their lives and aspirations. The YWG Victims & Witnesses Service achieves this by supporting young women and girls to build confidence, self-esteem and resilience, manage their health and wellbeing and access and engage with other support services.

The Service Manager will lead and manage Advance's YWG Victims & Witnesses Service, delivering effective management of a team of frontline Advocates, as well as collaborating with Catch 22 to ensure the Advance team and its service delivery are embedded in the wider CYP Victims & Witnesses Services delivered by Catch 22.

## **Key Responsibilities and Duties**

- Recruit, train and develop a team of competent and highly skilled Advocates to provide a consistently high-quality service to young women and girls who are victims or witnesses of crime; supporting Advocates to ensure that Advance's values, policies and procedures are embedded into service delivery.
- Ensure that the staff team meets regularly and that an inclusive and collaborative culture across your service is driven by yourself, communicating frequently with staff and keeping them updated of new developments in the service.
- 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.
- Build networks and pathways, to provide institutional advocacy to services in contact with YWG and a robust whole systems approach, ensuring YWG's voices in this process are heard and listened to.
- Oversee the timely and effective upload of case management files by your team on to Advance's internal case management system and to complete the regular reporting requirements of Catch 22 and MOPAC, leading a culture of accurate and swift record keeping.
- Provide support and advice to ensure frontline Advocates effectively manage safeguarding and risk, in line with Advance's Safeguarding Adult and Children policies and procedures.
- Work effectively as a member of the Catch 22 Team, Advance Team and in close collaboration with Advance partner agencies and Criminal Justice Services.
- Work closely with the Catch 22 management team, to ensure effective service delivery and oversight of consistent service processes.
- 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 Advance management meetings and forums, peer support, reflective practice and contribute to the development of a culture of open communication and critical reflection within the organisation.
- Participate in supervision, training and other 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 Procedures:** 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**

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
A relevant qualification, for example in violence against women and girls (VAWG), criminal justice, youth work, social work, education or other relevant area, or equivalent professional experience spanning VAWG, criminal justice and/or youth work.	<b>D</b>
A good understanding of the challenges facing vulnerable young women and girls, including the impacts of domestic abuse, exploitation, mental health and contact with the criminal justice system, and of the practical and emotional support needs specific to this group, including education, confidence and relationship-building.	<b>E</b>
Knowledge of trauma informed gendered approaches in supporting young women facing multiple forms of disadvantage.	<b>D</b>
Current knowledge of safeguarding practice, procedures and legislation, including an understanding of approaches to safeguarding in a framework of empowerment.	<b>E</b>
A good knowledge and understanding of organisational systems and frameworks, line management and project management	<b>E</b>
Thorough understanding of, and commitment to equal opportunities and anti-discriminatory practice.	<b>E</b>
<b>EXPERIENCE</b>	
Experience of working in criminal justice, domestic abuse or similar support services, providing community engagement, advocacy and support work.	<b>E</b>
Experience of risk management, needs assessment, safety and support planning, particularly with young women and girls with complex/multiple needs.	<b>D</b>

Awareness and/or experience of working in a co-located setting with another agency and team, and understanding the nuances of this delivery model	<b>D</b>
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.	<b>D</b>
Experience of delivering presentations, training and workshops.	<b>E</b>
Proven track record of building and maintaining networks and working with partner agencies and other stakeholders to develop and deliver services.	<b>E</b>
Experience with report writing, contract management and financial reporting including analysis of outcomes, outputs and gaps.	<b>D</b>
Experience of implementing quality assurance frameworks and addressing underperformance within the team.	<b>D</b>
<b>TECHNICAL/WORK BASED SKILLS</b>	
An ability to work well within a team and responsibly on own initiative, prioritising and organise own workload where appropriate and working under direct supervision.	<b>E</b>
Excellent interpersonal and communication skills, particularly in relation to building good rapport and supportive relationships with staffing team and partner agencies.	<b>E</b>
A flexible, proactive approach and the ability to remain calm and objective in stressful situations.	<b>E</b>
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.	<b>E</b>
Ability to manage change and new programmes of work to a high standard.	<b>E</b>
Ability to network, influence, problem solve, overcome barriers and apply solution focused approaches.	<b>E</b>
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
Demonstrable multicultural skills and variable approaches to equity, diversity and inclusion.	<b>E</b>
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	<b>E</b>

*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.*