

Job Description – Support Services Manager

(Post open to women only under the Equality Act 2010 pursuant to Schedule 9, Part 1.)

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is looking to make a real difference. We are a women's equality organisation which exists to eradicate violence against women and girls and to support survivors. We recognise that ending violence and abuse takes a whole society approach to social change, and it needs you to get involved. This role will help CWA to go to the next level, would you like to be part of our journey? We are looking for an individual with strong management skills and who enjoys managing people and varied relationships with partners to deliver a quality service.

We have a generous benefit package:

- *Generous Annual Leave Package Totaling 33 Days (Inclusive of Bank Holidays)*
- *Pension*
- *Life Assurance*
- *Employee Assistance Program - That Supports Your Health and Wellbeing at Home and at Work*
- *Flexi Working*
- *Paid Company Sick Pay & Emergency Dependent Leave*
- *Living Wage Employer*
- *Bike to Work Scheme*

We will be running a rolling recruitment for this post and reserve the right to close when we have found the right candidate. We encourage applicants to apply early.

Salary: £30,000 – 35,000 per annum plus on-call allowance

Hours: Full-time, 35 hours per week plus on-call.

Working Pattern: The post-holder is expected to work flexibly between Monday to Sunday. This post will involve working some weekends and bank holidays to ensure cover across the city is maintained. The duty manager on-call service is delivered 24hrs a day and is staffed on a rota basis.

Contract Type: Permanent

Location: RISE Head Office, and floating across our accommodation with some home working

Responsible to:	Support Services Director
Department:	Support Services
Context of Job:	Currently CWA are the lead partner for RISE which is a partnership with Bawso and Llamau. The RISE service delivers expert, specialist, independent support to women and children affected by domestic violence/abuse and other violence to women and children. This includes a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
Purpose of Job:	As Services Manager you will have responsibility for the delivery and development of services for women and children. This includes the management and support of team managers and staff delivering these services, working to ensure that all services are delivered to a high standard and are within budget.

This role is subject to an enhanced DBS check. We are committed to supporting and promoting equality and diversity and to creating an inclusive working environment.

We particularly welcome applications from candidates from a BME background for this vacancy as they are currently under-represented at this level in our Organisation.

We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement, or once in post.

Main Duties:

- Responsibility for the development, co-ordination, and delivery of identified support services according to the opportunities and service specification of the contracts commissioned by CWA.
- Maintain a positive attitude while leading a team of four Team Managers and a number of project staff in an efficient and productive manner.
- Anticipate support service needs and gaps using proper leadership techniques and problem-solving methods.

- Monitor complaints and problems to ensure a high level of response time and proper resolutions.
- Day to day responsibility for the scrutiny of services with the Team Managers and Director of Services, ensuring all services are well managed and effectively budgeted.
- Ensure that all services are delivered to a high standard through the implementation of CWA quality assurance systems and processes.
- Assist in the recruitment, selection and training of staff, contractors, and volunteers.
- Convene, co-chair and participate in meetings in consultation with the Director of Services and support and participate in training events and any promotional work of CWA.
- Support the development of expertise within the organisation through effective monitoring of L&D with central services team.
- Work within CWA policies and procedures at all times, remain up to date professional codes of conduct and uphold standards of best practice.
- The compilation of all monitoring reports both internal and external are to a professional standard, ensuring all reports are submitted within the required timescales.
- Ensure that Health & Safety procedures within all premises are maintained.
- Review and authorize service risk assessments.
- Ensure adequate provision of services for all women, children and young people accessing the service.
- Support colleagues and partner agencies, through awareness raising and institutional advocacy, to provide the best possible service for service users.
- Respect and value the diversity of the community in which the services work in and recognise the needs and concerns of a diverse range of clients ensuring the service is accessible to all.

General Responsibilities

All workers have a responsibility to work with colleagues in maintaining service delivery.

- Attend meetings as necessary.
- To represent Cardiff Women's Aid and to promote its ethos; to work in a positive way and to feedback fully to the organisation.
- Take responsibility for team rotas, monitor absence, plan and arrange short-term/emergency cover/annual and sick leave.

- Contribute to reporting as and when needed.
- Participate in the Duty Manager on-call rota.
- Undertake training to update skills in line with Cardiff Women’s Aid’s Training and Development Policy
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisations confidentiality policy.
- To ensure that personal behaviour and that of staff in area of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, and supports diversity.

Managers will have their own area of responsibility but will be required to provide cover to other teams in the event of annual leave and sickness.

It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.

Person Specification

Criteria	Essential	Desirable
Knowledge		
Leadership and Management skills with a strong focus on diversity and Inclusion.	✓	
Have a good understanding of domestic violence/ abuse including the impact of domestic violence/ abuse on victims and their children. Knowledge of regulatory standards.	✓	
Good communications skills, including report writing, and knowledge of online communication. Ability to liaise, work with and engage effectively with a wide range of stakeholders.	✓	
Knowledge of planning and developing processes.	✓	

Have theoretical, practical, and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.		✓
Budgeting and financial management.		✓
Understand child protection issues, how to respond effectively to safeguard CYP and the legal responsibilities surrounding these issues.	✓	
Understand the principles of risk assessment, safety planning and risk management for victims of domestic violence/ abuse and their children.	✓	
Understand the remits and resources of relevant statutory bodies and voluntary agencies.	✓	
Understand and be committed to equal opportunities and diversity issues in policy and practice.	✓	
Experience		
Minimum of two years' management experience in a support service setting	✓	
Working with vulnerable people, including families and/ or children.	✓	
Managing a caseload and Case Review experience	✓	
Supervision of staff	✓	
Working within a multi-agency and legislative framework.	✓	
Use of robust performance monitoring systems.	✓	
Working in or managing a refuge		✓
Skills/ Qualifications/ Professional membership		
Have computer literacy skills and have some experience of working with databases.	✓	
Hold a management qualification		✓

Hold a CAADA/SafeLives IDVA training certificate, or relevant degree, or demonstrable equivalent experience or a vocational qualification.		✓
Have excellent communication, negotiation, and advisory skills, both written and verbal when interacting with a range of agencies and individuals.	✓	
Have strong crisis management skills and the ability to deal with stressful and difficult situations.	✓	
Personal Qualities		
Strong feminist values	✓	
Strong leadership skills and problem- solving attitude	✓	
Act with integrity, respect and in a non-discriminatory way when working with all clients, agencies and individuals.	✓	
Motivate individuals and agencies to move through courses of action and decision-making processes	✓	
Work flexibly as part of a team.	✓	
Be optimistic about the possibility of personal growth and change.	✓	
Be a driver and have access to a car.		✓
Speak Welsh.		✓