

## ADULT SERVICES TEAM MANAGER

An exciting job opportunity at Cardiff Women's Aid (CWA) for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to fight alongside those who may not have a voice. 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 help us achieve this.

We have a generous benefit package:

- Generous Annual Leave Package Totalling 33 Days (Inclusive of Bank Holidays)
- Pension
- Life Assurance
- Employee Assistance Program - supports your health and wellbeing at home and work
- Flexi Working
- Paid Company Sick Pay & Emergency Dependent Leave
- Living Wage Employer
- Bike to work scheme, among other benefits.

<b>Job Title:</b>	Adult Services Team Manager
<b>Salary:</b>	£36,000 per annum plus on-call allowance
<b>Hours:</b>	Full-time, 35 hours per week plus on-call
<b>Contract Type:</b>	Permanent
<b>Location:</b>	Cardiff Office
<b>Responsible to:</b>	Support Services Manager
<b>Context of Job:</b>	RISE delivers expert, specialist, independent and domestic violence/abuse and other violence services to women and children through a range of delivery mechanisms including: specialist risk and needs assessments, individually tailored support packages, group work and accommodation.
<b>Purpose of Job:</b>	Manage and develop a team of IPA's & specialist IPA's within the organisation's Adult Support Team, to provide a high-quality frontline service to women, children and young people experiencing issues of VAWDASV.

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

***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.***

### **Main Duties:**

- Responsible for oversight of a variety of projects across our services including the One stop shop, community outreach team, along with the DRIVE project workers
- Manage a multi-faceted team of IPA's (Independent Personal Advisors) and IDVA's (Independent Domestic Violence Advocates) through promoting and supporting effective team working
- Responsible for the day-to-day operation of the team, providing advice and guidance, regular case management, supervision and staff inductions.
- Work closely with the other Team Managers, Services Manager and Director to always ensure quality of service.
- Participate in the senior management team's strategic development by identifying and implementing ongoing continuous service improvement
- Facilitate staff development, including mentoring, delivering training, facilitating regular team meetings, observing practice etc.
- Ensure adequate provision of services for all women, children and young people accessing the service.
- To respond and manage service user feedback
- Adhere to the organisation's policies and procedures and comply with data protection legislation, safeguarding legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Support service users and advocate internally and externally using a trauma informed holistic approach
- Work effectively in partnership with statutory and non- statutory agencies

### **Performance and Quality**

- Monitor, evaluate & analyse the quality of work which the team performs.
- Produce robust monthly, quarterly and annual reports to the Services Manager and Services Director.
- Ensure the service provides a quality standard of service, in line with recognised best practice
- Ensure staff follow the organisation's policies and procedures and monitor this in regular reviews.
- Ensure the service's key performance indicators

### **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 vision, mission and values
- Take responsibility for team rotas, monitor absence, plan and arrange short-term/emergency cover/annual and sick leave.
- 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
- Deliver internal & external training where required
- To maintain anti-oppressive and anti-discriminatory work practices.
- Abide by the organisation's policies and procedures
- To ensure that personal behaviour and that of staff in areas of responsibility demonstrates integrity, openness, honesty, is anti-oppressive, non-judgemental, and supports diversity.

***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.***

**Adult Team Manager Specific responsibilities will include but are not exclusive to:**

- Responsible for the day to day running of the Adult Support Team
- Ensure all referrals are processed and contacted within a timely manner
- Providing adequate cover to meet the needs of the service users and partners using the One Stop Shop facilities.
- Liaising with the Multi Agencies such as MARAC, DACC MASH Hub
- Act as point of contact for all partner agencies.
- Ensuring weekly cover at the SDVC court by a designated IPA
- To proactively manage and delegate workloads
- To be responsible for IPA's delivering regular 1:1 and telephone support.
- To support the Therapeutic Services Manager by ensuring proactive referrals are made.
- To develop a wide range of specialist surgeries to enhance the OSS profile.

## **Working Patterns**

The post-holder is expected to work flexibly between Monday to Friday. This post may involve working some weekends and bank holidays to ensure cover across the city is maintained.

The duty manager on-call service provides support, advice and guidance to staff as third tier and is participated in on a rota basis.

## Person specification

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<u>Knowledge and experience</u>		
*Leadership and Management skills. Ability to negotiate and problem solve, manage and motivate staff, plan and prioritise workload.	✓	
*Good knowledge and understanding of strategic leadership	✓	
*Good communications skills, including the ability to write reports. Ability to liaise, work with and engage effectively with a wide range of stakeholders.	✓	
Experience of budget management		✓
*Sound knowledge and experience of planning and developing processes.	✓	
Have a good understanding of domestic abuse including the impact of domestic abuse on women and children. Knowledge of regulatory standards.	✓	
Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse.	✓	
*Understand safeguarding issues, how to respond effectively to safeguard vulnerable or at risk people and the legal responsibilities surrounding these issues.	✓	

Understand the principles of risk assessment, safety planning and risk management for victims of domestic 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.	✓	
Minimum of two years' management experience in support services setting		✓
*Working with vulnerable people, including families and/or children.	✓	
*Experience of developing relationships with partner agencies	✓	
*Managing work streams and referrals	✓	
*Working within a multi-agency and legislative framework.	✓	
*Line management of staff.	✓	
*Use of robust performance monitoring systems.	✓	
*Experience & knowledge of housing related support provision		✓

<u>Skills/ Qualifications/ Professional Membership</u>		
*Have computer literacy skills and experience of working with databases.	✓	
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.	✓	

<u>Personal Qualities</u>		
*Be compassionate and empathetic with your team and service users.	✓	
*Show initiative and be proactive when managing your team and working with external agencies.	✓	
Act with integrity and respect when working with all clients, agencies and individuals.	✓	
*Work flexibly as part of a team.	✓	
Proactively seek professional and personal development	✓	

*Motivate staff through their professional and personal development	✓	
Be available to participate in the on-call service	✓	
Be a driver and have access to a car.		✓
Speak Welsh.		✓

\*You are required to demonstrate these on your application. Please provide an example of work you have undertaken where you have demonstrated this skill.