

Job Description

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| Job Title | Team Manager – County Service |
| Responsible to | Head of Service |
| Responsible for | Survivor Advocacy Support Workers (SASS Workers) |
| Hours | 37 hours per week Some out of hours/unsocial hours may be required on occasion You may be required to work on the out of hours 'on-call' rota in this role |
| Salary | NJC Scale Point 24 £28,672 per annum pro rata |
| Contract | Permanent |
| Location | Juno Women's Aid premises including co-location with statutory partners and community partnership locations. |
| Date Revised | December 2020 |

This job description may change to reflect changing requirements of the role.

Job Summary

An experienced Domestic Violence specialist you will effectively manage a high-quality team and support staff to work across risk levels with women, offering risk assessed, strength based, and needs led support. You will ensure compliance with contracts, funding agreements and quality standards and develop strong communication between your team and senior management.

Line management responsibilities are allocated according to a range of factors including operational needs, experience, skills and lead roles of managers and staff managed etc., and will be reviewed as needed.

The post holder will have a key role as part of Juno's Management Team and under the guidance of the Head of Service and other members of the Senior Management Team (SMT) in the strategic development of Juno services including tendering and bidding for services;

They will be instrumental in raising the profile of Juno Services and in sustaining and developing a range of partnerships, delivering a range of DVA services across Nottingham/shire.

They will be, jointly with other managers and SMT, responsible for developing and implementing the Juno Service Delivery Plan in line with the Juno Strategic Business plan, contracts, and Juno's outcome framework

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They will have responsibility as part of the management team for quality assurance of JUNO services and in ensuring contract compliance for all Juno service contracts;

They will ensure that all relevant policies and procedures are reviewed within the designated time frames.

They may deliver external training as part of Juno's training team as applicable to their role.

Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

1. To ensure high quality appropriate and effective services are provided by your team to women and children experiencing domestic abuse.
 - Ensure the effective running of Juno's operational Services with the SMT ensuring that services keep the safety of victims of domestic abuse central to all processes
 - Manage all aspects of services to an excellent standard which are consistent with those required nationally through accrediting bodies
 - Implement, and contribute to the development of, systems and procedures that identify and respond to the safety needs of clients and staff, ensuring service prioritisation follows agreed internal and local protocols;
 - Ensure effective staff cover, devising staff rotas, managing leave and toil.
 - In conjunction with the staff team, gather, update and make accessible to staff and partners information about local services and community resources relating to DVA and associated issues.
 - Ensure you and all team members are up to date with DASH RIC, MARAC and any legal and/or policy changes which impact on the work of your team.
2. To implement and develop the service in line with the service specification, service standards and contract/funding agreements.
 - Ensure data, including demographics and service outcomes, is confidentially collected, correctly recorded and collated to ensure effective reporting.
 - Carry out regular analysis of data to inform service improvement.
 - Ensure the confidentiality and protection of all data in compliance with policy.

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- Hold regular case review meetings, dip sampling, service reviews and contribute effectively to audits and validation visits to ensure high quality service delivery is both evidenced and maintained.
 - Prepare for, attend and participate in relevant internal and external meetings, developing and maintaining effective partnerships with other relevant services.
3. Develop an excellent staff team who cooperate and support each other in providing a high-quality service:
- Recruit and induct staff according to Juno's Recruitment and Induction procedures
 - Ensure all frontline staff have the appropriate knowledge and skills that will enable them to meet the service and organisations operational and monitoring requirements
 - Ensure staff are supported and performance developed through high quality induction, supervisions and appraisals, training, team and staff meetings and day-to-day support.
 - Hold regular team meetings, ensuring effective communication between the team and senior management, supporting the team to develop innovative practice.
 - Ensure staff understand and contribute to the review and development of Juno's policies and procedures. Ensure essential policies, including the Safeguarding policies are adhered to.
 - Ensure that staff and team are working to the Code of Conduct and all relevant policies and procedures, and are working effectively to reach individual and team goals, providing appropriate support and guidance as needed or required by policy
 - Promote the service widely, including ensuring a good and positive relationship between the team, partners and referral agencies including those working with minority groups and those furthest from support, in order to address the needs of all survivors.
 - Ensure effective implementation of Juno's Equality and Diversity policy and awareness and integration of an equalities and human rights agenda in all the teams work.
 - Ensure processes are in place to enhance Survivor voice, including collecting and collating Survivor feedback and input into service delivery and service development.
 - Act as the designated Health and Safety Officer for your team.
 - Ensure volunteers are effectively supported and integrated into work of the team.
 - Undertake training and ensure your knowledge is up to date and where relevant shared with your team

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4. Play an active role in the Management Team, providing clear and regular reports and contributing to the overall development of Juno.
 - In conjunction with the Juno's Performance and Information Manager contribute to, and where appropriate lead on, the ongoing development and implementation of appropriate outcomes frameworks to evaluate and improve organisational performance of service
 - Ensure that all appropriate statistical and other records are maintained and that services meet monitoring and evaluation deadlines, including writing reports and narrative contributions to monitoring returns for funding streams relevant to the role;
 - Work within, develop and implement systems to ensure accountability within multi-agency framework;
 - Have responsibility for ensuring that Health and Safety regulations and risk management procedures/ business continuity plans are implemented and regularly reviewed for the services that they manage

5. General Duties

- At all times protect the safety and security of Juno and service users, staff, volunteers, and all those in the work of Juno, Juno premises and the confidentiality of records and other information;
- Uphold the right of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
- Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
- Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
- Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

Values, Behaviours & Competencies

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- Committed to the purpose of Juno, ensuring that the Survivor is at the heart of service delivery and development
- Feminist and committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Non-judgemental with a commitment to self-care within the team
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

OTHER:

1. Post is open to women only under the Equality Act 2010, schedule 9, part 1

Team Leader Specialisms

SASS Team Manager (City & County)

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| To ensure compliance with the requirement of quality standards and Marks held by JUNO and especially Safe Live and Leading Lights |
| They will provide an important role within the City and/or County of chairing the MARAC meeting - and be responsible for the smooth running and development of this function. |
| Provide support to women with Complex needs and participate in external services providing complex needs work e.g. Well Being Hub, Central Refuge |
| Coordinate rotas for Group work, Drop-ins and co-location |

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

For Official Use only

Agreement to Job Description by candidate accepting the job offer:

Job Description

In accepting the offer of employment by Juno, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

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| Name: | Signature: |
| Date: | Start date: |

PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria

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| Experience | <p>A thorough knowledge of issues relating to domestic violence; including Multi-Agency Risk & Assessment Conference (MARAC)</p> <ul style="list-style-type: none"> • Experience of successfully managing a team within a DVA setting. • Experience of working in crisis situations, managing safeguarding cases and complex cases. • A good understanding of project management, quality assurance and contract compliance issues, processes and systems • A good understanding of trauma informed service delivery |
| Knowledge and Understanding | <ul style="list-style-type: none"> • Understand and be able to support staff in case management including supporting women with complex DVA cases • A good understanding of the needs of marginalised and minority groups who have been affected by domestic violence • Support the team to understand the differing forms and impacts of domestic violence across the communities we serve • Knowledge of housing, welfare and policy relating to DVA |

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| | <ul style="list-style-type: none"> • Sound knowledge of safeguarding adults and children • Knowledge and understanding of the rights of women, including those facing discrimination |
| Skills and Abilities | <ul style="list-style-type: none"> • Good skills in overseeing and providing guidance on a demanding team caseload safely and effectively, taking into account risks and support need • Ability to work as a strong team player within the management team • Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies • The ability to effectively monitor and evaluate services using computerised and/or manual systems, including producing high quality reports • Good IT skills; in particular Word, Excel and PowerPoint • Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines • Ability to work sensitively and in a non-judgemental manner with vulnerable clients |
| Qualifications | <ul style="list-style-type: none"> • A relevant qualification (e.g. social work, management, group work training, IDVA, CAADA); • Management training or a willingness and ability to attend this training is essential. |
| DBS/Police clearance | <ul style="list-style-type: none"> • An enhanced DBS clearance is required for this role. Police vetting Clearance may also be required. • Full UK driving licence with access to your own vehicle which is insured for business use and available for use within your role, is essential. |

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