Job Description – Services Manager

# **Job Title:** Services Manager

**Reporting to:**  SRC Director

**Responsible for:**  Staff and sessional counsellors

**Main purpose of job:** To oversee the management of SRC direct services, ensuring that the organisation is provides high-quality, needs-led support to women and girls across Suffolk.

**Based:** Ipswich or Bury St Edmunds offices (part-time homeworking will also be considered)

**Hours:** Full time (37 hours per week)

**Salary:** £32,640 pro rata

# The Services Manager role is an exciting opportunity to join the leadership team of a specialist sexual violence service, delivered by and for women and girls. She will provide operational management of frontline services at SRC, providing leadership and expertise to a team delivering their specialist roles. The Services Manager will lead both the counselling team and outreach service and will work collaboratively with the Director to ensure high-quality support to diverse women and girls throughout Suffolk. She will have strong experience in leading remote teams and delivering therapeutic and practical support services. SRC provides high-quality face-to-face and online support and the service Manager will continue to build and develop these life-changing and life-saving services.

# Flexible working and job sharing will be considered.

# **About Suffolk Rape Crisis**

SRC is a specialist, feminist sexual violence service run by and for women. We work to support survivors of sexual violence and to challenge the underlying attitudes that allow Violence Against Women and Girls (VAWG) to continue. SRC provides support to all self-identified women and girls aged 14 and above who have experienced any form of sexual violence, at any point in their lives.

SRC provides a range of person-centred services to meet the needs of diverse women in Suffolk, including counselling, outreach, helpline and online support. SRC also takes part in both local and national feminist activism, including coordinating the annual Ipswich Reclaim the Night March.

**Our Vision:** A world free from sexual violence and gender inequality

**Our Mission:** To work as part of a worldwide movement to ensure that women and girls experiencing any form of sexual violence in our community are able to access needs-led, specialist support. At the same time we will challenge the underlying attitudes that allow sexual violence to continue.

**Our values:**

* Empowerment
* Diversity
* Transparency
* Change

**Benefits:** Competitive salary, 30 days annual leave, pension scheme, family friendly working practices, including enhanced parental leave.

An enhanced Disclosure Barring Service (DBS) certificate will be required for this role.

SRC is committed to quality, equality and diversity and welcomes applications from all sections of the community. SRC would welcome applications from BAME women who are currently underrepresented within our team. This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

# **Main Responsibilities of the Services Manager**

# **Services management**

* To provide operational management of SRC services for women and girl survivors, in accordance with its policies and procedures and ensuring that a feminist approach underpins all SRC operations and activities.
* To ensure the continuity, high quality and improvement of SRC’s services in accordance with SRC’s quality management system and Rape Crisis England and Wales Service Standards.
* To ensure SRC’s policies and procedures are implemented, ensuring that a high quality service is being provided and that case records are clear, professional and up to date.
* To ensure that all services are sensitive and responsive to the needs of the people using them, that user feedback is gathered systematically, recorded and acted upon and that the policies, procedures and values of SRC are understood fully and implemented by staff.
* To work, in collaboration with the Director, to ensure the financial sustainability of the service through grants, contracts and fundraising.
* To work with the director to develop the service, including the establishment of new needs-led service responses.
* To recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other minoritised groups.
* To ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998 and other legislation.

# **Staff Management**

# To line manage staff, as agreed with the Director.

# To oversee the recruitment and effective induction of all new staff.

# To identify staff training needs, manage and co-ordinate staff and volunteer training and monitor training budgets.

# To ensure all staff understand and work in accordance with SRC policies, procedures and ethos.

# To lead staff team meetings, and oversee the organisation of other team events, as appropriate.

# To liaise with external supervisors.

# To oversee the safeguarding of children and vulnerable adults and support staff to ensure the safeguarding policy is followed.

# To maintain confidentiality and to ensure that professional boundaries are observed.

# **Finance**

# To ensure, in collaboration with the Director, that all financial commitments and obligations into which SRC enters are discharged in full.

# To manage identified budgets, as agreed with the Director.

**Strategic and partnership development**

* To work closely with the Director and Trustees to develop and implement SRC’s strategic plan and identify key strategic goals and objectives.
* To attend and provide regular reports to Trustees meetings, contributing to the board decision-making process and working closely with the board to ensure agreed actions are taken forward.
* To represent SRC at local and regional forums, partnerships and events, developing strong working relationship with the other partners.

###### External Relationships

* To develop and maintain relationships with individuals and organisations across the voluntary, public and private sectors.
* To represent SRC to external agencies, attending meetings and making presentations, as appropriate.

**General**

* To adhere in full to all SRC’s organisational policies and procedures.
* To be administratively self-servicing.
* To ensure that security of sensitive information is maintained and complies with the requirements of The Data Protection Act 2018 and other legislation.
* To report to the Director and Trustees as required, including the production of regular written reports.
* To undertake any other related activities as required by the Director or the Board of Trustees.

**Person Specification**

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the points of this specification, where possible in terms of past experience.

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| --- | --- | --- |
| **Specification** | **Essential or Desirable** | **Assessment Method\*** |
| **Education and qualifications** |  |  |
| * Good standard of general education * A relevant professional qualification in counselling/social work/ISVA/management | E  D | A  A |
| **Experience** |  |  |
| * Experience of sensitively assessing and responding to the needs and risks of women and girls subjected to sexual violence or other strands of violence against women and girls * Experience of managing service provision * Experience of managing or delivering therapeutic services * Significant proven experience of providing direct emotional and practical support to people seeking support/advice e.g. via the voluntary sector or social services * Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma and crisis intervention * Proven experience of safeguarding children and vulnerable adults. * Proven experience of advocating for clients * Experience of managing and developing teams and individuals * Experience of managing budgets effectively * Experience of working with Quality System Frameworks | E  E  D  E  E  E  D  E  D  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Abilities/skills/ knowledge** |  |  |
| * Evidence of an awareness of the dynamics and impact of sexual violence and other forms of violence against women and girls and how best to support survivors * Evidence of a strong understanding of counselling practice, frameworks and ethical standards * Evidence of a strong understanding of providing high-quality, safe online services * Evidence of the ability to be an ambassador for SRC and to communicate and work in accordance with SRC’s values * Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way * Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected * Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to violence against women and girls * Evidence of the ability to manage casework effectively with evidence of a methodical and well organised approach * Evidence of the ability to ensure that services deliver outcomes successfully for funders * Evidence of the ability to build and develop supportive relationships with service users maintaining professional boundaries * Demonstrable knowledge and understanding of the needs of women who face additional barriers including BAMER, LBT and disabled women experiencing violence against women and girls and how discrimination affects them * Demonstrable ability to use Microsoft Office (word, excel, outlook, access), and to collect and analyse statistics using databases * Demonstrable knowledge of using online platforms, communication and databases | E  E  E  E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/T/I  A/T/I |
| **General** |  |  |
| * A commitment to follow the policies and procedures of SRC * A commitment to the feminist ethos and values of SRC * Ability to work evenings and weekends as required * Have own transport, with a clean driving licence | E  E  E  D | I  I  I  I |

***\*Assessment method:***

A: Application I: Interview T: Test

**Notes**

1. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
2. Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

**Completed applications should be sent to** [**a.blackbeard@srchelp.org.uk**](mailto:a.blackbeard@srchelp.org.uk) **by 5pm 21st June.**