



Dear Applicant,

Re: Service Manager – The Jenkins Centre

Thank you for your interest in the above post. Please find within this pack the following:

- Information for applicants
- Job description and person specification for the post

If you wish to apply for this post, please complete the application form and email to: recruitment@freeva.org.uk

*Please note that CVs will **not** be accepted.*

Closing date for application forms is: Friday, 11th December 2020, 12 noon Interviews will be held: W/C 16th December 2020.

Successful candidates will be contacted and advised of their interview time. Due to limited resources, we regret that we will not be able to contact candidates who are unsuccessful at the short-listing stage.

If at any stage you feel your application has not been dealt with fairly please write to Nicole Fayard, Chair for board of trustees, Freeva PO Box 7675, Leicester, LE1 6XY. Please mark your letter **Private & Confidential**.

We look forward to receiving your application.

Yours faithfully,

Lauren Cameron

Interim Head of Service

Jenkins Centre - Freeva

Advice on filling in the application form

We only interview applicants who meet the criteria for the post. We choose who to see from what you write on your application form. If you follow the advice below you will have the best chance of getting an interview.

We score your application against attributes listed in the Person Specification. So explain carefully how you meet each attribute. For example if skill in report writing is required you could show this by explaining the sort of reports you have written. (it would not be enough just to say 'I am skilled in report writing'). Put yourself in our place and think how you can help us understand the attributes you possess.

Remember we can only give you credit for what you tell us. We can only give you the extra credit due for skills or experience that are particularly relevant if you tell us enough to show that this is the case.

If there is not sufficient space on the form you may attach further information but remember credit is not given for length, only for meeting the criteria.

In listing previous experience please include all work since leaving full time education and explain any gaps in employment (for example voluntary service overseas or bringing up a family).

We may not be familiar with the type of work you have done previously so please explain carefully how it equips you for the job you have applied for.

Almost all jobs require the ability to follow written instructions and most jobs require some skill in written communication. So a form completed fully, clearly and succinctly as instructed is likely to score more highly.

Important Information

- The appointment is subject to obtaining 2 satisfactory references.
- Fee's will be paid monthly in arrears by bank credit transfer.
- Hours will be determined based on the business needs however flexible working arrangements will be considered

Information for Applicants

Please apply using the application form, a CV will not be accepted. You may continue on an extra sheet if you wish but please limit any additional information to two sides of A4 paper.

Under the Asylum and Immigration Act 1996, it is a criminal offence to employ anyone who is not entitled to live and work in the United Kingdom. Successful applicants will be asked to produce proof of their entitlement to work in the UK.

Successful candidates will also be asked to provide certificates for any qualifications they hold which are relevant to the position.

Successful candidates will also be subject to Disclosure Barring Checks (DBS).

Job Description

Job title: Service Manager – Jenkins Centre

Salary Scale: £30,000 per year plus 3% pension

Responsible to: Head of Service

Responsible for: All staff within the service

Hours 37 Hours

Job Purpose:

The service manager will have responsibility for the day-to-day operational management of the Jenkins Centre project in Leicester, Leicestershire and Rutland, including line management of all staff within the service.

Duties and Responsibilities

1. To manage the delivery and development of all the different aspects of the Jenkins Centre work, including:
 - the work with those using intimate partner violence,
 - the partner safety and support service,
 - the dad's programme and maintenance group
 - Community engagement and awareness raising
 - Workforce development and training, alongside direct, expert consultation to professionals.
2. Provide line management to all staff and sessional workers within the service, including:
 - To support staff through monthly supervisions and complete annual appraisals
 - To ensure all staff have clinical supervision and treatment management.
 - To ensure all staff complete the required training for their roles.
 - To select, recruit and retain staff in line with policies and procedures.
3. To monitor services proactively and to ensure that the service meets the required specification at all times, including Respect service standards.
4. Manage the recording, collection and preparation of data for the Jenkins Centre and prepare appropriate reports for the Head of Service and commissioners.
5. To ensure the continuity, high quality and continuous improvement of services in accordance quality standards.

6. To ensure case management policies are adhered to, ensuring that a high quality service is being provided and case records are clear, professional and up to date.
7. 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 where necessary.
8. To actively contribute to policy development and review.
9. Develop innovative working arrangements with other service providers to ensure that best practice responses to perpetrators of domestic violence become embedded in day-to-day practice of the Centre's key referring agencies.
10. To attend meetings with stakeholders and partners and represent the Jenkins Centre project and Freeva at those meetings.
11. To support the delivery of training and service briefings to other professionals and stakeholders as required.
12. Work under the guidance of the Treatment manager to ensure the services standards of risk and interventions are adhered to.
13. Support the evaluation of the project to capture data and information.
14. To work with the other domestic violence agencies across LLR to ensure that other professionals and members of the public are getting consistent and appropriate information about domestic violence and the services available to reduce risk.
15. Promote the work of the Jenkins Centre project and work with the other members of staff to ensure that the service is working to create communities that are intolerant of domestic violence and supportive of help seeking.
16. To represent the Jenkins Centre project in multi-agency meetings such as case conferences and MARACs.
17. Ensure that the service complies with the legal framework for safeguarding, confidentiality and data protection and that all members of staff understand the practical implications of this.
18. Provide management cover for other services as and when required.

General tasks

19. Attend and contribute to Jenkins Centre and Freeva team meetings.
20. Conduct all work in a way which reflects the aims and principles of Freeva and promotes anti-oppressive practice.
21. Undertake any other duties as reasonably requested by the Head of Service.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Area	Criteria
Education & training	Essential An honours degree or equivalent qualification (or alternatively substantial relevant experience) is essential.
	Desirable A relevant professional qualification such as CQSW, Diploma in Counselling.
Experience & Knowledge	Essential: <ol style="list-style-type: none">a. Extensive Experience of managing staff delivering frontline services addressing domestic violence.b. A comprehensive understanding of domestic violence and how it affects children and parents.c. At least three year's experience of domestic violence/child protection related client work and managing complex casework.d. Experience of development work.e. Experience and understanding of risk assessment in relation to domestic violence.f. Proved experience of safeguarding children and vulnerable adultsg. An understanding of the family court system.h. Experience of partnership working to improve responses to domestic violence and or child protectioni. Experience of working with perpetrators and or survivors of domestic violence.j. An awareness of the work of Alan Jenkins, and the Jenkins Centre approachk. An understanding of the Respect Accredited Service Standards.
	Desirable: <ol style="list-style-type: none">l. An understanding of the criminal and civil justice systems related to domestic violence.

**Personal
Attributes**

Essential:

- a. The ability to develop, sustain and evaluate joint work between agencies, including establishing good working relationships and negotiating effectively.
 - b. Ability to create effective working relationships within consortia or partnership structures.
 - c. The ability to develop service provision to achieve excellence.
 - d. The ability to communicate clearly and effectively with a wide range of people over sensitive and complex issues, both verbally and in writing.
 - e. The ability to research and write policy documents and good practice guidance.
 - f. Motivated and enthusiastic.
 - g. Ability to operate with a high degree of confidentiality.
 - h. Ability to work to tight deadlines and to take responsibility for meeting agreed targets
 - i. Ability to work on own initiative, to be proactive and take responsibility for actions.
 - j. Ability to work independently and as part of a team towards a common objective.
 - k. Commitment to continuing professional development.
 - l. Ability to recognise discrimination, in its various forms, and to take appropriate action.
-
- m. Willingness to work flexibly, as and when required.
 - n. Excellent influencing skills.
 - o. Diplomacy and strong negotiation skills.

Attitude

Essential:

- a. A clear understanding of, and commitment to, work in accordance with the objectives, principles, policies and procedures of the Respect Service Standards.
- b. A commitment to increasing the safety of those experiencing domestic violence and abuse.
- c. A commitment to anti-oppressive practice

IT skills

Essential

- a. Demonstrable ability to use Microsoft Office applications, including Word, PowerPoint and Excel.
- b. A competent user of Outlook and the Internet.
- c. Ability to analyse and interpret statistical and other data.
- d. Ability to use computerised monitoring/case management systems.