

Job Description

Job title: Intervention Service Manager

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 Perpetrator Intervention Project in Nottinghamshire, 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 Project, 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 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 projects key referring agencies.
10. To attend meetings with stakeholders and partners and represent the Equation 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 Nottinghamshire 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 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 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 partnership team meetings.
20. Conduct all work in a way which reflects the aims and principles of Freeva and Equation 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	<p>Desirable</p> <p>An honours degree or equivalent qualification (or alternatively substantial relevant experience) is essential.</p> <p>A relevant professional qualification such as CQSW, Diploma in Counselling.</p>
Experience & Knowledge	<p>Essential:</p> <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 adults g. An understanding of the family court system. h. Experience of partnership working to improve responses to domestic violence and or child protection i. Experience of working with perpetrators and or survivors of domestic violence. j. An understanding of the Respect Accredited Service Standards. <p>Desirable: .</p> <ol style="list-style-type: none"> k. An understanding of the criminal and civil justice systems related to domestic violence.
Personal Attributes	<p>Essential:</p> <ol style="list-style-type: none"> 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.