

Job Description

Job title: Sexual Violence Service Manager - Specialist Services

This role is subject to an enhanced DBS Check and Police Vetting

Scale: £29,136 - £30,000 dependent on qualifications and experience

Hours: Full time post - Fixed Term until 31st March 2023 with the possibility extension subject to funding

Responsible For: Day to day line management of staff and volunteers within Freeva's Specialist Sexual Violence Services.

Responsible to: Head of Victim Services

Purpose of the job: To provide line management support to a team of specialist Independent Sexual Violence Advisers (ISVA's and CHISVA's) supporting clients from marginalised groups. Providing line and case management support to the team alongside proactive engagement with marginalised groups and other specialist agencies.

To ensure robust case management of all ISVA/CHISVA cases

To oversee allocation of all cases; ensuring cases that meet high risk thresholds and victims under 18 are prioritised and processed appropriately by the CHISVA service

To be the lead in crisis situations and provide advice and guidance on child protection issues and information sharing concerns.

Main duties

Service delivery

- 1) Ensure that there is a consistent delivery of services to survivors in line with accreditation standards, including risk assessment, safety planning and referrals to other agencies such as IDVA for high risk victims of domestic abuse.
- 2) Working pro-actively within multi-agency partnerships to support engagement with and victim-focused outcomes for marginalised groups including ethnic minorities, people

with physical and mental disabilities, and Lesbian Gay Bisexual Transgender Queer and Intersex (LGBTQI) people.

- 3) Ensure that Safety and Support plans (SAS), risk assessment and risk management procedures are followed at all times, prioritising allocation for those most at risk.
- 4) Be the lead professional for child protection and information sharing ensuring that staff understand and comply with the service's safeguarding framework.
- 5) Understand the legal framework relating to the protection of children and adults in need of safeguarding including the policy and procedures of the Local Safeguarding Boards.
- 6) Ensure that case files and records are accurate and complete, and that both are kept and in compliance with current GDPR requirements.
- 7) Remain up-to-date and compliant with all relevant legislation connected to your work, including organisational procedures, policies and professional codes of conduct, in order to uphold standards of best practice.
- 8) Contribute to service reviews which include monitoring data, evaluations, intake and output policy, and practice and work load reviews
- 9) Develop and implement protocols and effective referral procedures internally and externally between services
- 10) Work in partnership with statutory and voluntary agencies, ensuring that support services are central to multi-agency work.
- 11) Develop links with a wide range of local statutory and non-statutory organisations to promote services as widely as possible
- 12) Respect and value the diversity of the community in which the service works in, providing a service that recognises the diverse needs of survivors, ensuring the service is accessible to all.
- 13) Contribute to the development of service policies, protocols, guidelines and strategies within area of practice as necessary
- 14) To support, promote and work in accordance with Freeva's aims and objectives
- 15) To promote and develop the service in accordance with Freeva's policies, procedures and ethos and to liaise with other agencies as appropriate.
- 16) Implement agreed policies/procedures and strategic objectives within the services and across Freeva.
- 17) Attend Freeva meetings as appropriate

Staff

- 1) Responsible for the day-to-day supervision of staff/volunteers which aims to deliver a high quality frontline service keeping the safety of victims of sexual violence/abuse central to all processes.
- 2) Responsible for the recruitment, selection, induction and retention processes for staff reporting directly to you.
- 3) Deliver and provide effective support, robust case management and supervision for all members of staff by delivering /implementing:
 - i. Routine case and work load reviews based on reviewing risks and quality of service delivery
 - ii. Line management
- 4) Identify learning and development opportunities and performance management issues.
- 5) Contribute to employee evaluations, salary and training reviews.

Participation in multi-agency operational partnerships

- 1) Work to ensure all roles foster a culture of a multi-agency work approach and response to sexual violence/abuse; working closely with the SARC team and other agencies.
- 2) Develop and maintain links with partner agencies.
- 3) Represent the service at operational multi-agency meetings including the R2SV, feeding back initiatives and outcomes to the team and contribute to the evaluation of the quality of activities these services offer.
- 4) Work in partnership with statutory and voluntary agencies to tackle the issue of sexual violence/abuse.
- 5) Represent the service at local and national events; deliver training and presentations as required.
- 6) Influence and develop responses to improve services to victims of sexual violence/abuse ensuring that the experiences of service users and other agencies inform this process.
- 7) To provide specialist advice to other workers and agencies, including participation in delivery of generic and specialist training sessions

Monitoring and evaluation

- 1) Maintain effective monitoring and evaluation systems and databases which assess intake, output, performance and effectiveness of the service.
- 2) Be responsible for the preparation/collation of contract reporting and monitoring in time for submission to funders for ISVA and CHISVA services
- 3) Ensure the services outcomes and outputs are effectively monitored and evaluated regularly, with input from a range of stakeholders including service-users to improve organizational performance of service and ensure accountability within a multi-agency framework
- 4) Produce statistical and qualitative reports on service user characteristics and other data as directed by the Head of Service in line with quarterly and annual monitoring requirements.

Other

- 1) To undertake any other duties as may be required by the organisation from time to time, but which will be consistent with the role.
- 2) Be committed to personal and professional development and undertake relevant training as appropriate.

Sexual Violence Service Manager - Specialist Services

Person Specification

Area	Criteria
<p>Education & training</p>	<p>Essential</p> <p>An honours degree or equivalent qualification (or alternatively substantial relevant experience of working with a vulnerable client group including victims of sexual violence and domestic abuse)</p> <p>Desirable</p> <p>Completion of accredited ISVA training +/-or ISVA Managers Training</p> <p>A relevant professional qualification such as CQSW, Diploma in Counselling</p>
<p>Work Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Experience of line management/supervising a staff team • Experience of providing information, advice and support by phone • Experience of writing and delivering training courses • Experience of appraisals, training and development • Experience of reporting to senior management internally, and professional organizations externally. • Knowledge of HR issues and its practical implications • Knowledge of best practice in relation to people management • Experience of contributing to the development of policies and procedures • Experience of working with multiple funding streams • Experience of successful partnership working • At least 3 years experience of working within victims' services, in particular with victims of violence and abuse. • A comprehensive understanding of issues and key concepts relating to victims of violence and abuse. • Understanding of multi-agency risk assessment frameworks • Practical experience of setting up systems for evaluating and monitoring. • An understanding of the needs of victims from marginalised groups including those from ethnic minorities, people with physical and mental disabilities, and Lesbian Gay Bisexual Transgender Queer and Intersex (LGBTQI) people. • An understanding of the traumatic impact of sexual assault and rape and knowledge of the criminal justice process <p>Desirable:</p> <ul style="list-style-type: none"> • A charitable or voluntary sector background • Experience of submitting successful funding applications

	<ul style="list-style-type: none"> • Training presentations skills
Personal Attributes	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Strong crisis management skills • Empathetic to clients needs. • Motivated and enthusiastic • Excellent interpersonal skills. • Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports • Knowledge of impact of sexual abuse and violence on victims and children • Excellent presentation skills • Ability to operate a high degree of confidentiality • Ability to work to tight deadlines and to take responsibility for meeting agreed targets • Ability to organise and prioritise work • Ability to work on own initiative, to be proactive and take responsibility for actions • Ability to work independently and as part of a team towards a common objective • Ability to work in partnership with other agencies • Commitment to continuing professional development • Ability to recognise discrimination, in its various forms, and to take appropriate action • Willingness to work flexibly, as and when required • Ability to resolve conflict • Ability to analyse and interpret statistical and other data • Commitment to the aims and work of the FreeVA • Commitment to providing a high quality victim-focussed and inclusive service
IT skills	<p><i>Essential</i></p> <ul style="list-style-type: none"> • A competent user in all aspects of MS office (Word, Excel, PowerPoint, Outlook) • A competent user in Email and Internet

