

Service Manager Job Description (Draft)

Position: Drive Service Manager
Reports to: [Delivery Partner to specify]
Hours: 37.5 hours a week
Location:
Travel: You will be required to travel extensively throughout [area]
Contract:

Purpose

- To manage the operational, financial and strategic delivery of the Drive Project. This role will require:
 - the effective management of Case Managers/workers in providing a high-quality frontline service to high-risk perpetrators of domestic abuse.
 - initiate, develop, maintain and monitor a multi-agency infrastructure that actively engages with perpetrators of domestic abuse on the “support – disrupt” continuum principles.
 - working collaboratively with the Drive Partnership and local commissioners to maximise the impact of the service.
- To support the development of the local strategic direction of the service and take a key role in the local domestic abuse strategy partnerships.

Responsibilities

Working alongside the Drive Partnership and Commissioner

- Ensure that all support and advice given is in line with Drive Partnership key messages and strategic objectives.
- Contribute to the development of the Drive model through service reviews, supporting the Drive Partnership in delivery challenges and implementation of changes to the Drive operational model.
- Act as a champion for Drive across the area in all aspects of development and delivery throughout the lifespan of the project.
- Represent the service at local and national events; deliver training and presentations as appropriate.
- Supporting the Commissioner and Drive Central Team in identifying and securing resources and implementing future funding plans agreed for the service.

Interagency Work

- Work to ensure the Drive Project plays a key role in multi-agency structures and responses to domestic abuse, including supporting the coordination of a Matak or equivalent perpetrator panel.
- Develop and maintain effective links with other agencies, attending strategic and operational working groups as appropriate to inform and contribute to the development of strong multi-agency strategies to tackle domestic abuse.
- Demonstrate a proactive approach to resolving barriers to achieving the Drive objectives with other professionals and services.

- Develop protocols, referral procedures, skills sharing and joint working with external partners as appropriate.
- Influence and develop responses to improve services to perpetrators of domestic abuse ensuring that the experiences of Service Users and other agencies inform this process.
- Ensure the involvement of the service in effective partnership working with the Idva service and the Marac; promoting information sharing and risk management frameworks for perpetrators of domestic abuse.

Delivery management

- Direct and overall responsibility for the day-to-day management of front-line delivery staff; ensuring effective, appropriate and consistent support is available to address individual needs through productive working relationships with Service Users.
- Embed and champion service delivery that adopts the principles of the “Support – Disrupt” continuum.
- Ensure that Case Managers complete risk and need assessments in line with the operational model and that risk management procedures are followed at all times.
- Undertake case reviews and case supervision for all Case Managers.
- Ensure that all frontline staff have clinical supervision that is appropriate for their needs and in line with the Drive operational requirements.
- Ensure the service recognises the needs and concerns of a diverse range of Service Users and addresses them appropriately working to provide a service that is as accessible, relevant and effective as possible.
- Respect and value the diversity of the community in which the service works in, quality assure delivery to ensure ethical and safe practice that promotes robust procedures and organisational integrity.

Recording and reporting

- Ensure that the required data is recorded on the Drive case management system, so that the evaluation, performance management and service learning is maximised.
- Support case managers to use the case management system accurately and consistently for all their work, in compliance with data protection and information sharing requirements.
- Provide routine reports to the commissioner, Drive Central Team, funders and stakeholders so that they can assess the overall performance of the service.
- Maintain an accurate and secure audit trail of all relevant communication.

General Service Management

- Responsible for employee appraisals, performance reviews and the professional development of all staff and line management of case managers.
- Remain up-to-date and compliant with all relevant legislation, including the review and implementation of organisational procedures, policies and professional codes of conduct and practice guidance, in order to uphold standards of best practice.

- Ensure that the service complies with relevant legislative requirements as defined in its governing document/framework such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, Child Protection and Protection of Vulnerable Adults and any other legislation connected to funding and service level agreements.
- Act with integrity and respect when interacting with Service Users, employees, agencies and individuals
- Hold a full driving license, have access to a car and be able to travel across the area as required.
- Partake in occasional evening and weekend work as required.
- Responsible for regular reviews of the service which reflect input, output and outcome monitoring, funding streams and the views of stakeholders and Service Users.

Person Specification

Experience:

- Working with high-risk victims, perpetrators of domestic abuse, those with complex needs and/or challenging behaviour.
- Experience of managing a team dealing with high-risk offenders or perpetrators of domestic abuse or work with vulnerable people.
- Working with perpetrators of domestic abuse striving to end their use of abuse in their relationships.
- Working to develop, influence and encourage partnership working on both a case-by-case basis and at a strategic level.
- Previous attendance at Marac (as a representative/chair).
- Understand and be experienced in safeguarding legislation and procedures.
- Writing and presenting information formally and informally, to a range of audiences.
- Implementing an effective and supportive (case management) supervision process.
- Researching, designing and delivering training and support materials as required.
- Financial management and fundraising would be desirable.

Knowledge and Understanding:

- Have an excellent understanding of domestic abuse, including the impact on victims and their children, an understanding of perpetrators of abuse and the legal and practical remedies available.
- An understanding of public protection arrangements, the provision of policing, child protection, health and social care, and housing support.
- Have an excellent understanding of the context of an Idva service and best practice when working with high-risk victims of domestic abuse.
- Have an understanding of multi-agency partnerships and legalities of information sharing including in domestic abuse cases and domestic abuse programmes.
- Have a good knowledge of effective ways of working/engaging with high-risk perpetrators of domestic abuse or clients with complex needs and challenging behaviour.

- Have theoretical and procedural knowledge of other voluntary and statutory services involved in the response to domestic abuse.
- An understanding of the Marac process at both a strategic and operational level.
- Have good knowledge of the relevant legislative requirements involved in managing a service governed by a board such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, and any other legislation connected to funding and service level agreements.

Skills:

- Be able to manage a small team working with people who present a significant danger to others.
- Have strong organisational, report writing and communication skills both in person and written.
- Good relationship management with regard to multi-agency work which requires acute political sensitivity.
- Competent IT skills, including use of Microsoft Office.
- Excellent communication skills (both written and oral).
- Excellent advisory, negotiation and persuasive skills to support and guide Case Managers.
- Excellent crisis management skills and the ability to deal with stressful and difficult situations including conflict, challenge and trauma.
- Excellent interpersonal skills.
- Programme management skills, including reporting on key operational and financial deliverables and the effective management of budgets.

Teamwork and Collaboration:

- Understands the benefits of teamwork and contributes willingly.
- Understands the impact of their behaviour on others and adapts behaviour where appropriate.
- Shows flexibility and works with collective decisions.

Self-management:

- Has a track record in leading projects and developing new service provision.
- Uses support and guidance from Line Manager/Practice Advisor/Drive Central Team and steering group or elsewhere to support personal and agency effectiveness.
- Evidence of keeping reliable and timely reporting and meeting deadlines.
- Can take responsibility for own workload and has confidence in their own ability to make decisions.
- Understands decision making rights within their role and applies this consistently.

Personal attributes

- Flexible and available to work in all types of statutory and voluntary sector environments.
- Belief in perpetrator behaviour change.
- Proactive and self-motivated with good management abilities
- Reflection and self-awareness skills.