**Berkshire Women’s Aid**

**Job Description**

Job title: Reading Operations Manager

Job Purpose: To provide line management support and guidance to Reading staff to enable them to support service users experiencing domestic abuse. To ensure all BWA work in Reading is integrated and cohesive. To co-ordinate BWAs work with victims, children and perpetrators. To be responsible for leading BWAs training offer. To provide back up support to BWA’s out of hours service.

Accountable to: Service Development Manager

Line Manager for: Outreach Workers, Children’s Workers, Family Choices staff and some project workers which can vary depending on funding.

Responsibilities

1. **To provide supervision and line management to staff**
   * To provide regular supervision to the Outreach Workers to ensure they are supported, motivated and are performing to expected standards.
   * To provide regular supervision to the Family Choices Partner Support and Perpetrator Workers to ensure they are motivated and are performing to expected standards.
   * To complete regular case reviews with all staff responsible for client contact work, ensuring cases are appropriately risk assessed, all mandatory actions are completed and clients received effective support.
   * To ensure all staff have manageable workloads and cases are appropriately allocated and managed.
   * To undertake induction and training of new staff.
   * To provide workplace supervisor support for student social workers on placement with BWA.
2. **Be an active member of the team including**
   * Helping to cover the work of the team during absences, vacancies or when colleagues are under pressure.
   * Liaising and coordinating with other team members to provide a cohesive quality service.
   * Coordinating, participating in and contributing to team meetings.
   * Working constructively with the Service Development Manager to provide a consistent, responsive service.
   * Provide backup to the BWA helpline on a rota basis.
   * Work with BWA Perpetrator Worker to effectively manage risk and safeguarding victims and children as part of Family Choices.
3. **To provide, advocacy and information, including;**
   * Working in a focused and informed way with clients who have experienced domestic abuse by assessing risk and needs in order to provide appropriate information and on-going support.
   * To ensure victims and children are able to access a range of group support sessions/programme designed to meet their needs.
   * To ensure all Reading referrals are followed up in the specified time frame.
   * To ensure all clients receive an equitable and appropriate service
4. **Maintain accurate records in line with BWA procedures, regarding all aspects of service delivery for monitoring and other purposes, including:**
   * Maintaining client records on the Modus system so that they provide accurate, relevant and up to date information.
   * Monitoring and evaluating project work in order to facilitate the achievement of project objectives within agreed timetables.
   * Assisting in further implementation of processes to produce an evidence base relating to key service development initiatives.
   * Ensuring all project documentation is in order and completed.
   * Providing regular reports on the uptake of the service, as required.
5. **To work in partnership; this will include:**
   * Working with a wide range of professionals, in particular those working within Children’s Services, Housing and other statutory agencies, to bring an enhanced service to victims of domestic abuse.
   * Working in partnership with BWA staff and volunteers to ensure the service is reliable and accessible.
   * Attending partnership meetings as delegated by Service Development Manager.
   * Working with clinical lead to provide training and support to health colleagues.
   * To ensure representation at relevant meetings (e.g. Child Protection, MASH, MARAC, DARIM etc.) as appropriate.
   * To oversee referrals to MARAC and DARIM meetings.
6. **To co-ordinate BWA’s Training offer**
   * Coordinate BWA training including booking days, arranging guest speakers and materials.
   * Regularly review BWAs training offer and ensure materials and content is kept up to date in line with developments in practice.
   * To deliver, and support staff to deliver, training days.
   * To design further training packages with Service Development Manager as required for example DA forum sessions.
7. **Publicise the work of BWA in the area in consultation with the manager, including:**
   * Raising awareness of domestic abuse and of the range of services BWA can offer.
   * Maintaining good working relationships with local voluntary and statutory agencies and keeping up­ to date on local resources.
   * Continuing to work with existing partnerships and make new links so that local agencies feel confident about referring clients to BWA.
   * Working with management team to develop BWA’s online and social media presence.

**Person Specification**

Reading Operations Manager

Experience, skills and knowledge may have been gained in paid or unpaid work

Essential Previous Experience:

* experience of working with those affected by domestic abuse;
* working directly with a wide range of people in a service provider role;
* line management experience;
* project coordination and working on own initiative;
* working within a confidential and sensitive setting;
* processing and assessing information and working to agreed outcomes, to include monitoring and performance management;
* working within Safeguarding Children & Adult procedures;
* proven experience of working to deadlines and delivering outcomes;
* experience of delivering training to professionals.

Essential Skills:

* able to be active and empathic listener
* able to motivate and support a team in a challenging, fast-paced environment;
* able to work within professional boundaries;
* excellent oral and written communication skills;
* able to keep methodical and accurate records;
* computer literate with Word and PowerPoint, and basic knowledge of Excel;
* able to make practical and realistic plans with and for clients;
* able to work across a wide range of agencies each with differing issues and priorities.

Should a number of applicants fulfil the essential requirements of the post, preference will be given to applicants who meet these desirable requirements.

Desirable Experience:

* working within a women’s organisation/charity or voluntary group;
* experience of providing case management and supervision to staff members working with a caseload of clients;
* experience of establishing support groups or facilitation of group work.

Desirable knowledge/Qualifications:

* qualified IDVA or equivalent;
* knowledge of welfare rights and benefits;
* knowledge about issues relating to domestic abuse, mental health and substance misuse;
* knowledge of statutory and voluntary agencies available to provide services to victims and their children;
* knowledge of the gendered nature of domestic abuse and other factors that influence this;
* understanding of how to provide services appropriate to diverse client groups e.g. victims at risk of HBA and LGBT+ clients.