



Job Description

Job Title	Domestic Abuse Refuge Services Manager
Responsible to	CEO
Direct reports	Senior Refuge workers and Refuge Workers
Working pattern	9.00am – 5.00pm Monday - Friday

As the Domestic Abuse Refuge Services Manager you will oversee and develop all BWA refuge services in line with our policies and procedures. In addition, you will provide line management and support to refuge staff. This will include supervision on complex casework issues such as child protection, management of any operational emergencies and ensuring high standards of housing management. You will also be responsible for ensuring that contractual and other funding requirements are met fully and that BWA's high quality standards are maintained. As a member of the management team, you will also be required to be part of the management team out of hours cover. As a member of our team your role is to empower our clients, keeping the safety of them and their children central to our services.

What will you do?

Service development and delivery

1. You will manage the strategic development and operational delivery of our high quality refuge accommodation services for women and children escaping domestic abuse in line with BWA's operational policies and procedures.
2. You will also ensure the continuity, high quality and improvement of BWA's accommodation services in accordance with our quality management system and any other relevant quality standards.
3. You will ensure BWA's case management systems are put in practice to ensure that client records are professionally maintained.
4. In your role you will also ensure that women and children's voices are central to our services, gathering their feedback to enable it be acted upon.
5. Alongside the senior management team you will actively contribute to policy and service development and review.
6. Following BWA safeguarding policy the safeguarding of children and vulnerable adults will be central to your work and that of your teams.
7. You will need to manage budgets and ensure services are delivered including the collection of rents and remedial actions that may be required.
8. You will also manage the eviction process implementing the BWA eviction policy and liaising with the CEO as necessary.
9. You will work with the BWA Property Manager to ensure that BWA accommodation services comply with housing law and the requirements of funders and registered social landlords.



10. You will ensure that BWA services meet the needs of all service users regardless of their ethnicity, cultural background, disability, sexuality or other needs.
11. You will be ambassador for BWA, forging working partnerships with a range of stakeholders.
12. You will work with the BWA Health and Safety manager to ensure that the quality of standard of BWA accommodation remains high and that maintenance takes place regularly and within budget.
13. You will ensure that you and your team work within BWA's code of confidentiality and conduct.
14. You will maintain the security and well-being of everyone in our properties and promptly communicate with the CEO any breaches of security, house rules or license agreements especially where there is concern about safety.
15. You will ensure that security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998

Managing people

1. You will manage and develop staff in accordance with BWA's performance management scheme, ensuring their involvement in the continuous improvement of services.
2. You will also support staff through supervision and case management meetings.
3. You will work to ensure all staff complete the appropriate training and professional development programs.
4. You will work to engage the whole team in regular service review to promote best practice and continuous improvement of service.
5. You will also implement and manage the sharing of knowledge and good practice towards improving service delivery

This list is a guide to the tasks of the role and is not exhaustive. We need someone in this role to respond flexibly to the needs of our helpline service to survivors and professionals.

Person Specification	Essential or Desirable	Assessment Method*
Good standard of general education	E	A
A relevant professional qualification in housing/social work/management knowledge of safety and risk issues facing people experiencing domestic abuse and violence.	E	A
Experience of working in a women's refuge/residential/health and/or community setting	E	A
Evidence of an awareness of the dynamics and impact of domestic violence and how best to support survivors, including addressing homelessness among women and children	E	A/I
Significant proven experience of providing direct emotional and practical support to people seeking support/advice e.g. via social services, residential work or the voluntary sector	E	A/I
Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention	E	A/I
Proven experience of safeguarding children and vulnerable adults.	E	A/I
Experience of managing and developing teams and individuals	D	A/I

Experience of managing budgets effectively	D	A/I
Evidence of the ability to be an ambassador BWA	D	A/I
Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way	E	A/I
Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected	E	A/I
Up to date knowledge of housing, criminal, civil and welfare rights legislation relating to domestic violence	D	A/I
Evidence of the ability to develop, sustain and evaluate joint work between agencies, including establishing good working relationships negotiating effectively	D	A/I
Evidence of the ability to build and develop supportive relationships with abused women and their children maintaining professional boundaries	D	A/I
Demonstrable knowledge and understanding of the needs of women who face additional barriers including BAMER and disabled women experiencing domestic violence and how discrimination affects them.	D	A/I
Demonstrable ability to use Microsoft Office (word, excel, outlook, access), and to collect and analyse statistics	E	A/I



***Assessment method:**

A: Application I: Interview

Notes

- 1) This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975. Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
- 2) Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.