



**Our vision is to empower communities to break the cycle of domestic abuse**

### Job Description

<b>Job Title</b>	Assistant Team Manager (Specialist Support Services)
<b>Responsible to</b>	Deputy Director of Operations (Specialist Support, Refuge & Training)
<b>Direct reports</b>	Helpline, Children & Young People's Workers, Group Work Coordinator, Volunteer Coordinator and other project workers subject to individual funding
<b>Working pattern</b>	22.5 – 30 hours per week (flexible working considered)

As the Assistant Manager (Specialist Support Services), your role will be to provide high quality operational development, line management, case management and supervision to staff who deliver both group work and one to one support with a wide variety of clients, including children and young people. The post will take oversight of BWA's Helpline to ensure an integrated and cohesive service is offered to all survivors and children referred to BWA, as well as professionals who contact BWA. We are looking for an individual who is able to work in a fast-paced environment, has strong organisational and technology skills, and is committed to building strong relationships with a wide range of professional agencies.

### What will you do?

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#### Supporting delivery of BWA services:

1. Provide regular supervision to a diverse group of frontline staff to ensure they are supported, motivated and are performing to expected standards; 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 are receiving effective support, including safeguarding and MARAC referrals where required.
2. Ensure all staff have manageable workloads and cases are appropriately allocated and progressed.
3. Ensure survivors and children are able to access a range of group support sessions/ programmes designed to meet their needs, and that all clients receive an equitable and appropriate service.
4. Meet or speak on the telephone with survivors of domestic abuse to provide support and information; provide appropriate crisis support to clients where required,



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completing in-depth assessments of risk and undertaking high quality safety and support planning, signposting and referring clients to external agencies and other specialist services as necessary.

### **Supporting staff:**

5. Support with the recruitment of new staff following the Safer Recruitment guidelines. Coordinate and undertake induction and training of new staff, attending the office throughout the induction period of new staff.
6. Support any active HR processes for staff members, including taking meetings and linking in with staff.
7. Support BWA Helpline when required, including evenings and weekends, taking calls and providing confidential advice, helping to arrange safe accommodation and transport for clients and their children.
8. Provide out of hours management support for the BWA Helpline.
9. Quality assure team members' safeguarding and MARAC referrals and letters issued externally on behalf of clients.
10. Support the Group Work Coordinator and work in conjunction with the Deputy Director of Operations to develop group work, working towards BWA delivering accredited programmes that meet the needs of our clients.
11. Be an active member of the team, helping to cover the work of the team during absences, vacancies or when a colleague is under pressure, and liaising and coordinating with colleagues to provide an effective and cohesive service for clients. Share previous experience, skills and knowledge which may be relevant to the team in providing its service.

### **Reporting, data and policy development:**

12. Maintain accurate records in line with BWA procedures regarding all aspects of service delivery for monitoring and other purposes, including detailed case notes, case management records and the collation of statistics for quarterly reporting.
13. Use existing BWA databases and case management systems to run reports and analyse statistics to contribute to quarterly and annual reports. Respond to ad hoc data requests to support fundraising bids or reports to funders.
14. Conduct reviews and redraft internal policies and procedures for volunteering, the Helpline, Children and Young People's Team and Group Work. Ensure team members are updated on any relevant changes and these are being consistently implemented.
15. Monitor and evaluate project work as required to facilitate the achievement of project objectives within agreed timelines.



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**Liaison with external professionals:**

16. Lead on contact with relevant external agencies, such as Helpline Partnership, Call Handling (VCC – Virtual Call Centre) and programme providers such as NSPCC and Women’s Aid.
17. Respond to complaints about the service, supporting with investigations, chronologies and liaising directly with those who have raised concerns.
18. Support in coordinating BWA’s internal and external training including booking days, arranging guest speakers and materials; design further training packages with the Deputy Director of Operations and deliver training as required.
19. Regularly review BWA’s training offer and ensure materials and content is kept up to date in line with developments in practice.
20. Keep up to date on local and national changes and best practice when supporting clients and issues that affect them.
21. Work in partnership with voluntary and statutory organisations, maintaining good working relationships with external agencies and keeping up to date with local resources and services available to clients, ensuring professionals feel confident in referring clients to BWA.

**General responsibilities:**

22. Ensure that the needs of all outreach clients are respected, especially those who face barriers to accessing services because of ethnicity, sexuality, disability or other hard to reach groups.
23. Work within and support BWA’s policies and procedures, including maintaining confidentiality and professional boundaries across all of your work and the work of your team.
24. Act as a first point of contact for those in your team for any safeguarding issues for children or vulnerable adults; ensure these are appropriately progressed in accordance with BWA’s safeguarding policies and procedures and local statutory guidance.
25. Be the voice of the clients and children we represent by ensuring that their experiences are accurately reflected and that complaints are dealt with via the BWA complaints policy

**This list is a guide to the tasks of the role is not exhaustive. We need someone in this role to respond flexibly to the needs of our services to survivors**



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Person Specification	Essential or Desirable	Assessment Method*
<ul style="list-style-type: none"> <li>• Good standard of general education.</li> </ul>	E	A
<ul style="list-style-type: none"> <li>• Line management experience, including experience of case management and supervision in a support service setting.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Able to motivate and support a team in a challenging, fast-paced environment.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Experience of adult and child safeguarding procedures and upholding/implementing these across an organisation.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• A proven ability to manage a competing workload, with excellent organisational skills, and work to deadlines and on your own initiative. Ensure others are upholding set deadlines.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Enhanced technological skills, including proficiency in Excel, Word, PowerPoint, Outlook, Teams and Zoom. The ability to work with various case management packages and call centre technology and using these platforms to run reports and analyse data.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• SafeLives IDVA qualification, or preparedness to work towards this within the period of the fixed term contract.</li> </ul>	E	A



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<ul style="list-style-type: none"> <li>• Knowledge of the impact of all forms of domestic abuse on survivors and their children, including honour-based abuse, forced marriage and FGM.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Experience of delivering and facilitating groups</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>• Experience of providing direct emotional and welfare support to people at time of crisis</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>• Experiencing of reviewing risks with survivors of domestic abuse and devising safety plans</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>• Evidence of the ability to work with individuals from all backgrounds, including an understanding of how to provide services appropriate to diverse client groups e.g. Black, Asian and Minoritised Communities and LGBT+ clients</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Knowledge of processes relevant to those accessing support including knowledge of the civil and criminal justice system, welfare and benefits, housing, immigration and safeguarding processes</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>• Knowledge on recent legislation relating to survivors of all forms of domestic abuse.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Experience of delivering training to a range of professionals.</li> </ul>	D	A/I



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<ul style="list-style-type: none"> <li>• Be able to communicate to a diverse audience and to be understood.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Able to work with a range of stakeholders to develop professional working relationships to promote BWA services and support clients, recognising each agency's competing demands and priorities.</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>• Be committed to the work of BWA, putting the survivor at the centre of services and empowering them to rebuild their lives free from abuse.</li> </ul>	E	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.