**Stay Safe East**

**Violence Against Women and Girls (VAWG) Service Manager**

**Job Description and Person Specification**

**HOURS**: 35 ,hours per week

**SALARY**: £ 38,850

**CONTRACT TERM**: Permanent subject to funding

**RESPONSIBLE TO:** CEO, Stay Safe East

**EMPLOYED BY: Stay Safe East**

**Managed by: Chief Executive**

**Based at 90 Crownfield Road, London E15 2BG (Hybrid working)**

This post is subject to a satisfactory enhanced Disclosure and Barring Service check.

**JOB DESCRIPTION**

**Aims of the Post**

* To manage the Stay Safe East Violence Against Women and Girls (VAWG) Service supporting disabled survivors of domestic violence and abuse, sexual violence and other forms of VAWG.
* To implement a high-quality service, to efficiently monitor casework and maintain an effective casework database system
* To offer continuous improvements and develop casework support
* To advocate for the safety of our clients, their children or other dependents
* To work within the social model of disability and use non-discriminatory practice

**Tasks**

1. **Referrals and waiting list**
* To manage enquiries, self-referrals from disabled survivors and referrals to Stay Safe East from a range of partner agencies (MARAC, police, housing providers, adult or children’s social care, partner and other voluntary sector agencies etc,)
* To ensure that all referrals and enquiries regarding VAWG are accurately recorded on the database and a spreadsheet
* To manage any waiting list, ensure that contact is maintained with clients on the waiting list and review the waiting list monthly
1. **Staff management**
* To provide overall management and leadership to the Violence against Women and Girls team at Stay Safe East
* To directly manage 4 IDDVAs and 2 senior advocates (numbers may increase over time), provide support and regular supervision
* To support the Senior IDDVA to manage three advocates
* To conduct reviews and annual appraisals
* To record and manage sickness absence, annual and other leave
* To maintain up-to-date HR records
* To deal with day-to-day HR matters and report any potential issues of concern to the CEO
* To work with the CEO to deal with any disciplinary issues or grievances
* To attend HR and management training as appropriate
1. **Casework management and support**
* To ensure that casework systems and practices are up-to-date, and effective in managing client caseload and safety, and are accessible to staff and volunteers
* To ensure high quality casework, including high standards of safeguarding for both clients and staff
* To hold regular team casework meetings and ad-hoc meetings as required
* To advise and support team members in their casework, answer queries, challenge or step in where needed, including supporting the advocates with external agencies
* To provide occasional cover for team member absences by working directly with clients in crisis
* To allocate cases and assist the advocates to manage their workload
* To coordinate and monitor referrals to MARAC and other multi-agency casework panels, Adult or Child Safeguarding referrals
* To support advocates to attend and sometimes attend MARAC Casework and Coordinating meetings as required
1. **Quality standards and service improvement**
* To ensure that all service delivery by the team meets expected Quality Standards
* To ensure that clients’ access, communication and cultural needs are met by Stay Safe East’s VAWG team
* To carry out monthly file checks and other checks to ensure quality and consistency of service, and discuss achievements and improvements with advocates
* To ensure that staff are trained and up to date with changes in the law or in practice, and understand what is expected of them
* To work with other managers to coordinate client satisfaction surveys, analyse and write up the results
* To ensure confidentiality and sensitivity in line with Stay Safe East policies, Community Legal Service, MARAC and other guidelines
* To seek to improve the service at all times
1. **Project and contract monitoring**
* To maintain monitoring data for (currently) 6 different funders, all with individual monitoring requirements
* To produce qualitative and quantitative funding reports quarterly and annually to each funder in a timely manner and meet with monitoring officers as require
* To attend contract monitoring meetings and other funder requests
* To provide casework data and trends to the policy team for evidence for policy reports and working for change
* To report to the CEO issues and trends raised by casework and supply data as required for reports, funding bids etc
1. **Other**
* To attend relevant internal meetings such as team and Stay Safe East staff meetings, manager’s meetings, and external meetings including with commissioners and relevant funders
* To attend training and professional development
* To deputise for the CEO as required
* Any other reasonable duties as directed by the Chief Executive

**PERSON SPECIFICATION**

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| **Experience**  | **Essential or desirable** |
| 1. Direct experience of working with survivors of domestic violence and other forms of violence against women and girls
 | **E** |
| 1. Knowledge and understanding of multi-agency processes relating to domestic violence and VAWG
 | **E** |
| 1. Knowledge of the criminal justice system
 | **E** |
| 1. Demonstrable experience of casework management and quality systems
 | **E** |
| 1. Demonstrable experience of co-ordinating advocacy or support services
 | **E** |
| 1. Demonstrable experience of working with disabled people
 | **E** |
| 1. At least 2 years of demonstrable experience of managing staff and volunteers
 | **E** |
| 1. Experience of casework or advocacy work, and of liaising with statutory services
 | **E** |
| 1. Personal lived experience of disability
 | **D** |
| **Knowledge** |
| 1. Knowledge and understanding of multi-agency processes relating to domestic violence and VAWG
 | **E** |
| 1. Knowledge and understanding of key issues relating to violence against women and girls
 | **E** |
| 1. Knowledge and understanding the experiences and barriers faced by disabled survivors of VAWG and other forms of abuse
 | **E** |
| 1. Knowledge of child and family legal systems, safeguarding issues and procedures
 | **E** |
| 1. Understanding of the social model of disability and ability to apply this model to advocacy work
 | **E** |
| 1. Strong and demonstrable commitment to diversity
 | **E** |
| **Skills & Abilities** |
| 1. Strong leadership skills, and in particular an ability to support and direct staff dealing with challenging situations
 | **E** |
| 1. Proven ability to manage casework, and to set up and keep clear records of services and support
 | **E** |
| 1. Proven ability to produce quality monitoring reports and other information for funders/commissioners
 | **E** |
| 1. Excellent IT skills, including good knowledge of databases (we use Modus, training will be provided)
 | **E** |
| 1. Ability to work flexibly, sensitively and in partnership with disabled people from all backgrounds experiencing difficult situations
 | **E** |
| 1. Assertiveness and a problem-solving approach when dealing with other professionals and addressing barriers faced by our clients and the casework advocates
 | **E** |
| 1. Ability to show empathy but maintain objectivity when faced with people in distress
 | **E** |
| 1. Ability to support staff working under pressure and respect their professionalism and skills
 | **E** |
| 1. Ability to maintain confidentiality
 | **E** |
| 1. Ability to work as a part of a team
 | **E** |
| 1. Ability to manage own workload and use Windows software (reasonable adjustments can be provided)
 | **E** |
| **Qualification** |
| 1. Accreditation as an Independent Domestic Violence Adviser or Independent Sexual Violence Adviser
 | **E** |
| 1. Safe Lives Service Manager qualification
 | **D** |
| **Language skills** |
| 1. Fluency in British Sign Language or a spoken community language other than English (we particularly welcome speakers of South Asian or Eastern European languages)
 | **D** |