**JOB PROFILE**

|  |  |
| --- | --- |
| **POST:** | IDAS Operational Manager |
| **SALARY:** | £32 811 |
| **HOURS:** | 35 per week (including evening and weekend work) |
| **LINE MANAGER** | Chief Executive Officer |
| **RESPONSIBLE FOR:** | Integrated Domestic Abuse Service including: Independent Domestic Violence Advocates; Domestic Abuse Workers; Intensive Housing Management Workers; specialist services team members and project volunteers. |
| **DURATION:** | 31st January 2022 |

**JOB PURPOSE:**

The post holder will be responsible for managing multiple teams in the effective operational delivery of a variety of complex contracts including: A new Big Lottery funded project outreach project and a Sport England project outreach project. The post holder will also be responsible for managing other short term projects as they arise and bidding for funding for further projects. The post holder will be expected to provide cover for the other operational managers in the organisation who manage in reach services; refuge housing management and specialist projects to support individuals who have experienced domestic and sexual abuse. The post holder will also be responsible for the development, implementation and management of new projects and services.

**MAIN DUTIES AND RESPONSIBILITIES:**

Leading and Managing the Operational Team

1. Manage a range of complex service contracts which effectively support individuals who have experienced domestic and sexual abuse.
2. Lead on the development of robust service delivery plans and ensure the effective co-ordination and implementation of a range of specialist projects within the framework of each service’s strategic and operational plan.
3. Provide effective line management to team members in each project including: recruiting manager duties; suitable induction into service; absence management; produce training and development plans for team members; regular supervision and annual appraisals.
4. Apply the appropriate human resource (HR) processes to circumstances which arise with team members.
5. Monitor the effective completion of work processes by all team members to enable the effective improvement of the IDAS Team’s outputs.
6. Implement the principles of good project management to manage the effective delivery of a number of complex and high value projects.
7. Maintain an up to date knowledge of working with service users with complex needs including: effectively assessing risk for service users who abuse drugs and alcohol; the Public Health and domestic abuse agenda and the impact of domestic abuse on young people.
8. Ensure the team understand and adhere to of all organisation’s policies and procedures and good practice guidance including Equal Opportunities and Diversity and Confidentiality and Data Protection.
9. Understand the additional requirements of each project, for example the further difficulties women from BAME backgrounds experience.

Risk Management and Safeguarding

1. Oversee and support all team members in the effective: intake; allocation; risk assessment; needs assessment and individual support plans for all service users.
2. Effectively manage crisis situations with service users at risk by making appropriate decisions/judgements quickly whilst under pressure.
3. Encourage the teams to undertake a holistic approach to supporting their service users and develop and deliver creative interventions to support them.
4. Oversee the safeguarding of adults and children through: robust policies and procedures; effective recording systems; keeping abreast of new legislation and changes to safeguarding practice; supporting team members to make safeguarding referrals and the completion of MCAF.
5. In conjunction with the senior management team, ensure service users have a voice in service delivery through the effective implementation of the Service User Involvement Strategy.

Monitoring and Evaluation

1. Lead project teams to continuously meet the requirements of all funding contracts including Supporting People and specialist contracts.
2. Ensure the project teams meet the monitoring and reporting requirements within set timescales identified in the organisation’s Performance Plan. Oversee the use of the online case management and reporting tool by the IDAS Team to ensure monitoring reports are accurate.
3. Ensure the team’s continued compliance with: all statutory requirements including Health and Safety and Safeguarding matters; the organisation’s policies and procedures and quality standards.
4. In conjunction with the Finance Director and the Director of Operations to set and manage each service’s budget.
5. Effectively promote the work of the project teams to other agencies and local communities through the identification of need.
6. Develop influential partnerships with commissioners and funders to ensure the our reputation and further funding opportunities.

Service Improvement

1. Identify issues impacting upon the effective operational delivery and produce audience appropriate reports with recommendations for the CEO and Board of Trustees.
2. Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained; and compliance with all statutory provision, MWA policies and procedures and quality standards such as QAF and OFSTED.
3. Support the implementation of the organisation’s ‘Commendations, Comments and Complaints’ procedure through leading investigations and implementing action plans for service improvement where necessary.

General:

1. To identify own training and development needs and participate in all training courses relevant to The Pankhurst Trust Incorporating Manchester Women’s Aid commitment
2. This post is subject to completion of a six month probationary period.
3. Must be mobile to visit sites and work across the whole city as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1.

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable within the scope of them post as specified by their line manager.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL/**  **DESIRABLE** | **ASSESSED** |
| **EDUCATION/QUALIFICATION** | | |
| Educated to degree level in relevant degree | **E** | Application Form |
| Evidence of continuous professional development, learning and qualifications relevant to post | **E** | Application Form |
| Qualification in management/leadership, ideally at level 5 or above | **D** | Application Form |
| Qualification in project management | **D** | Application Form |
| **EXPERIENCE** | | |
| Recent and proven experience of managing teams working with vulnerable people including experience of working with people affected by domestic and sexual abuse and providing appropriate leadership, support and development | **E** | Application Form/  Interview |
| Evidence of project or service management in a public sector / voluntary sector environment | **E** | Application Form/  Interview |
| Experience of delivering a range of projects or services on time and within budgets | **D** | Application Form/  Interview |
| Experience of presenting information and writing reports for high level professionals and stakeholders | **E** | Application Form/  Interview |
| Experience of identifying risk and responding appropriately | **E** | Application Form/  Interview |
| Proven experience of line managing and developing a large staff team including the completion of supervisions and appraisals | **D** | Application Form/  Interview |
| Experience of developing and delivering creative interventions to vulnerable service users. | **E** | Application Form/  Interview |
| Experience of working in a multi-agency partnership approach. | **E** | Application Form/  Interview |
| Experience of working in a regulated environment, managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group. | **E** | Application Form/  Interview |
| Experience of managing a financial budget. | **D** | Application Form/  Interview |
| Experience of an outcome-led approach to working and developing a monitoring framework: providing regular monitoring reports to a range of audiences. | **E** | Application Form/  Interview |
| Experience of group development and group facilitation. | **E** | Application Form/  Interview |
| Experience of undertaking measures to safeguard vulnerable adults and children | **E** | Application Form/  Interview |
| Experience of developing volunteer strategies that complement existing services | **D** | Application Form/  Interview |
| Experience of recruiting and working with volunteers | **D** | Application Form/  Interview |
| **KNOWLEDGE AND UNDERSTANDING** | | |
| An excellent level of understanding of the impact of domestic abuse on individuals and families. | **E** | Application Form/  Interview |
| An excellent working knowledge and understanding of statutory and legal provision for people experiencing domestic abuse including housing, welfare and policy. | **E** | Application Form/  Interview |
| Understanding and awareness of child protection, vulnerable adult’s protection and safeguarding and experience of taking a lead on safeguarding issues. | **E** | Application Form/  Interview |
| Knowledge of the requirements for commissioning of DA services and quality frameworks (such as QAF). | **E** | Application Form/  Interview |
| Has excellent understanding of DA recovery model | **E** | Application Form/  Interview |
| Understanding of the requirements of statutory Health and Safety practices. | **E** | Application Form/Interview |
| Strong understanding of effective housing management procedures. | **E** | Application Form/  Interview |
| Knowledge of an employer’s duty of care to volunteers and best practice around recruitment and retention of volunteers | **E** | Application Form/  Interview |
| **SKILLS AND ABILITIES** | | |
| Ability to lead and engage a team to achieve effective outcomes for service users. | **E** | Application Form/  Interview |
| Ability to take a holistic approach to work. | **E** | Application Form/  Interview |
| Able to effectively manage risk. | **E** | Application Form/  Interview |
| Able to provide a client focused service in which team members are supported and nurtured to advocate for and provide the best outcomes for residents. | **E** | Application Form/  Interview |
| Ability to influence partner agencies to obtain appropriate outcomes for service users. | **E** | Application Form/  Interview |
| Ability to effectively communicate with a range of people both on a 1:1 basis and a group basis. | **E** | Application Form/  Interview |
| Ability to work on own initiative and prioritise work in a busy environment with conflicting demands and function well under stress | **E** | Application Form/  Interview |
| Ability to analyse data and prepare and present suitable reports in a professional, concise and meaningful manner. | **E** | Application Form/  Interview |
| Excellent level of numeracy, literacy, report writing and IT skills. | **E** | Application Form/  Interview |
| Understanding of the valuable role volunteers play in an organisation and commitment to volunteer recruitment and development | **D** | Application Form/  Interview |
| **OTHER** | | |
| Commitment to equal opportunities and anti-discriminatory practice. | **E** | Application Form/  Interview |
| Commitment to the values and ideals of the organisation. | **E** | Application Form/  Interview |
| Willingness to undertake training and a commitment to continuous personal development. | **E** | Application Form/  Interview |
| Willingness to work flexibly and able to travel to different sites and venues. | **E** | Application Form/  Interview |

**Post Holder Signature:   
Date:**

**Line Manager Signature:  
Date:**

**Date:**