

Job Description

Post: 1-1 ('Honour'-based abuse) Support Service Manager (Women-only)

Contract: Full-time, 12 months (subject to funding)

Salary: £28,000/£29,500 per-annum

Responsible to: CEO of Savera UK

Location: Liverpool based & working across required areas

Savera UK is a leading national charity (no.1145564) tackling culturally-specific abuse in the UK, including forced marriage and female genital mutilation. We advocate for those who need a voice and offer a completely confidential and non-judgemental service.

An occupational requirement under Schedule 9 (part 1) of the Equality Act 2010, the post holder must be female under the Sex Discrimination Act, 1975 Part 7 to meet the needs of the majority of our service users.

Job Summary:

The post holder will be directly accountable to the CEO, supporting Savera UK clients and groups as well as providing expert guidance to professionals working with those at risk or under threat of 'honour'-based abuse or/and harmful practices. The post holder will manage the small team and day-to-day work of the Support Service, including taking referrals, evaluation, offering advocacy and providing leadership to the team.

Accountabilities:

Client Support:

- To manage and deal with all day-to-day issues of any clients, and referrals into the 1-1 Support Service and manage the caseload.
- To work with the Senior Support Worker to ensure the service is always covered.
- Provide 1-1 support and advocacy to clients, as and when required.
- Liaise with professionals on any client issues and safeguarding.
- Work closely with the Senior Support Worker and the team to ensure a high level of communication to support service provision and service delivery.
- To maintain comprehensive, accurate and timely recording of case records.
- To respond to all referrals/helpline and requests within the time set.
- Attend any clients safeguarding meetings or other relevant meetings to advocate on behalf of Savera UK clients and support the team, eg Multi-Agency Risk Assessment Conference (MARAC).
- Manage and support the team on any complex client issues.
- To ensure the service is accessible to all those requiring our support, advice and information (clients, professionals).

Management:

- To manage all aspects of the 1-1 Support Service.
- To provide and manage inductions, supervisions and appraisals of staff, volunteers and those on student placement, who are working within the 1-1 Support service.
- To ensure all existing policies and procedures for the 1-1 Support Service are up to date, implemented and further developed, where necessary.
- To keep CEO fully updated on Savera UK's 1-1 Support Service activities and programmes on a weekly/regular basis.
- Manage all training and development requests for staff working within the 1-1 Support Service, this includes staff, volunteers and students.
- To liaise with all our existing partners/professionals to ensure service delivery.
- Strengthen our existing relationships and build new partnerships where possible and appropriate.

- To monitor the relevant finances for the 1-1 Support Service (eg client grant-making budget).

Organisational and Development:

- To provide evaluation/monitoring and report to the CEO and Board when required.
- To evaluate and develop the 1-1 Support Service, in line with the Savera UK vision.
- To contribute to and support the delivery of the short/long term Savera UK strategic business plan and communication strategy.
- To uphold the values of Savera UK, and all aspect of its confidentiality and Data Protection policies at all times, for the clients and the business of the organisation.
- To maintain and advance the public profile of the organisation across all levels.
- To work closely with the wider team of Savera UK; participate and contribute to all levels of communication and engagement.
- Ensure that all materials and communications used are accurate and always represent and reflect the Savera UK branding.
- To support the development and delivery of training/awareness-raising and undertake presentations, as required by the CEO.
- Attend relevant meetings and partnership groups.
- To present at Board meetings, when required.
- To support with funding bids, as required.
- To support in providing monitoring and evaluation report to external funders.

Health & Safety:

- To be familiar with relevant policies concerning Health & Safety at work, Safeguarding and relevant health-related policies.
- Act as the main point of contact for the 1-1 Support Service, regarding external/partner issues and share information with the CEO.
- To assess and manage all risks related to Support Workers, clients and volunteers within the 1-1 Support Service.
- To be the first point of contact for any safeguarding concerns, in line with the Savera UK Safeguarding Policy.

General and other:

- To undertake training as identified and approved by the CEO and Board of Directors.
- To carry out any other duties commensurate with the role, as required by the CEO and Board.

Review arrangements:

The details contained in this job description reflect the content of this job at the date of being prepared. It is, however, possible that over time the nature of the job will change. At that time the CEO/Savera UK Board will expect to revise this job description in consultation with the post holder.

Closing date: 12pm Friday 30th April 2021

We encourage all women to apply in particular those from underrepresented groups. Please note that a Disclosure & Barring Service check (DBS) will be required for this post. Savera UK is an Equal Opportunities employer.

Registered address: 151 Dale Street, Liverpool L2 2AH Company Number 7564891 Charity Number 1145564

For any enquiries, please contact: jenny@saverauk.co.uk

PERSON SPECIFICATION

SERVICE SUPPORT MANAGER

CRITERIA	ESSENTIAL	DESIRABLE
<p><u>Qualifications & Experiences</u></p>	<ul style="list-style-type: none"> • University degree (in a related subject) or/and equivalent, with at least 2 to 3 years' experience working in a relevant role, particularly within a domestic abuse setting. • Experience in running a service, day to day, that deals with complex and fast response needs. • Experience in managing and motivating staff through day-to-day work as well as handling changes within the organisation. • Experience and understanding of planning, initiative, projects, financial and monitoring requirements. • Experience of working with external partners and evidence of working across voluntary and statutory sectors. 	<ul style="list-style-type: none"> • Have experience of voluntary, or paid work, in areas of social deprivation and/or within diverse communities affected by 'honour'-based abuse. • Understanding of 'honour'-based abuse, harmful practices and its impact.
<p><u>Skills and Abilities</u></p>	<ul style="list-style-type: none"> • Understand the importance of the organisation's communication and branding and attention to details. • Recognising the important in learning from experience and to analyse how effective a project or intervention has been. • Excellent interpersonal, communication skills to work across all levels of the organisation with good oral and written communication. • Evidence of working under pressure, as well as encouraging innovative ways to support staff. • Excellent organisational and time management skills. Be flexible, and adaptable to work outside working hours, when necessary. • Effectively present information to a variety of audiences. • Excellent computer skills and proficiency in Microsoft Office. 	<ul style="list-style-type: none"> • Good level of numeracy.
<p><u>Personal Qualities</u></p>	<ul style="list-style-type: none"> • Show resilience and be calm under pressure. • Be compassionate, flexible and commit to the aims and objectives of the service and Savera UK. • Delegate responsibilities effectively, work to tight deadlines and prioritise. • Inspire and embrace change. • Positive attitude and open-mind; client-focused to make a difference. • Sensitive to issues relevant to those affected or under threats of 	<ul style="list-style-type: none"> • Worked within charity, third sector or not-for-profit making organisations. • A car owner and a valid UK licence holder.

	<p>'honour'-based abuse and harmful practices.</p> <ul style="list-style-type: none"> • Work independently and manage complex sets of relationships with various agencies and communities, staff and clients. 	
<p><u>Knowledge & other requirements</u></p>	<ul style="list-style-type: none"> • Relevant Government Policies around 'honour'-based abuse and harmful practices, Domestic abuse/violence and any other relevant legislation. • Demonstrate knowledge of understanding the communities affected by 'honour'-based abuse and harmful practices locally, regionally and nationally, with an excellent awareness of cultural, social and health issues. • Ability to cope with the challenges associated with the role. 	<ul style="list-style-type: none"> • Understanding of the relationship between domestic violence/abuse and those affected by 'honour'-based abuse and harmful practices. • Quick learner. • Knowledge of local stakeholders and priority groups. • Knowledge of work-based regulations. • Knowledge of Charity law. • Knowledge of GDPR.
<p><u>Any other requirements</u></p>	<ul style="list-style-type: none"> • A demonstrated commitment to high professional ethical standards and a diverse workplace. 	