Head of Whole Family Practice Team

Reports to Director of Quality and Innovation
Hours 22.5 hours per week
Salary £51,000–£54,000
Contract Permanent
Location Bristol/London/Home (with regular travel across UK)
Benefits A generous package including 25 days holiday a year and public holidays, employee pension scheme with 4% employer contribution, Cycle2Work scheme, 365 days a year Employee Assistance Programme

Who are we?

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn’t he stop?' rather than ‘why doesn’t she leave?’ This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, nearly 11,000 professionals working on the frontline received our training. Over 65,000 adults at risk of serious harm or murder and more than 85,000 children received support through dedicated multi-agency support designed by us and delivered with partners. In the last three years, over 1,000 perpetrators have been challenged and supported to change by interventions we created with partners, and that’s just the start.

Together we can end domestic abuse. Forever. For everyone.

Purpose

You will lead the Whole Family Practice team, working nationally and with a strong strategic focus to establish a framework for disseminating best practice, embedding quality and enabling statutory and voluntary sectors to work better together, improving the experience and outcomes for children, adults and families. You will combine comprehensive and innovative practice experience with an entrepreneurial and strategic mind-set, focused on walking alongside partners to devise pragmatic solutions to complex problems.

Position context

Our Whole Picture strategy sets out our ambitious vision to end domestic abuse, looking from the perspective of the whole family. The Whole Family Practice Team is at the heart of transforming the multi-agency response to domestic abuse and how children, adults and families are safeguarded; increasing safety sooner for all those at risk.

As a key outward facing representative of SafeLives and head of an evolving team, your leadership skills will ensure the provision of high-quality support, in strategic and operational environments, locally and nationally, building high trust relationships and securing a strong network across the UK. You will lead the team to work at their best together and act as a critical friend to local areas and services, supporting, advising and guiding them through a combination of free and paid for interactions.

You need exceptional leadership, communication and interpersonal skills; bringing a strength in building relationships with national partners and local areas. You must be dedicated and determined in the
development of a coordinated and dynamic response to domestic abuse and related safeguarding complexities.

You will be confident about delivering new and dynamic ways of working in fast changing, challenging and untested environments. You will live our values, and lead a team who are part of building a culture where agencies working together to safeguard and end domestic abuse offer a compassionate, consistent and high quality response to victims, survivors, and their families.

Responsibilities

- Build on our transformational multi-agency work and support commitment to maintaining the risk led response in the ever-changing national landscape, to meet families’ needs.
- Work with our authentic voice team, our Pioneers and survivors to bring the voices and lived experience of children, young people and those who perpetrate abuse to understanding the problem and the development of solutions.
- Demonstrate a fundamental commitment to a visionary approach to a culture of working together, underpinned by the influential voice of survivors and reflecting this in all our work.
- Transform our strategy into operational implementation at a national and local level. Working innovatively and collaboratively with local and national partners and a wide range of experts to co-develop well-coordinated work and evolve the multi-agency culture and whole system approach to individuals and families.
- Deliver the objectives of the Quality and Innovation Directorate and deliver the Operational Plan, contributing pro-actively and influentially to the Operational Management team.
- Develop and lead an innovative team of colleagues and external experts – who demonstrate an optimistic, flexible approach to coordinate the development, delivery and implementation of projects and best practice across England, Wales and Scotland.
- Build excellent relationships and create trusting partnerships across the multi-agency spectrum, with the smallest specialist voluntary services, national statutory organisations and multi-agency forums.
- Build our organisational understanding of the complexities and value of coordinated multi-agency working, solving problems, creating solutions and translating into policy and practice.
- Represent SafeLives publicly at internal and external events and conferences etc.
- Be an innovative and collaborative leader to co-develop well-coordinated work and evolve the multi-agency culture and whole system approach to safeguarding individuals and families.
- Build organisational understanding of the complexities and value of coordinated multi-agency working, solving problems, creating solutions and translating into policy and practice.

Strategic oversight of our whole family approach

- Deliver our strategic priorities, leading the team with skills and confidence to turn these into operational implementation proficiently and enthusiastically, to deliver an effective multi-agency framework and response.
- Oversee delivery of our innovative programmes and pilots: supporting commissioning and governance groups to ensure effective operational delivery, recognising requirements for upscaling specific interventions for national rollout that are in the best interests of people impacted by domestic abuse.
- Strengthen stakeholder management, navigating those that are challenging, and building new and robust relationships with other organisations: nationally and locally, statutory and voluntary.
- Lead influencing work with relevant regulators and inspectorates, such as HMICFRS, Ofsted, CQC, working with the public affairs team, our partners and survivors to drive policy and practice change.
- Contribute proactively, confidently and positively to all organisational and external governance, strategic and operational groups.

National multi-agency support

- Contribute to the development of innovative new work, creating and disseminating best practice, by listening, learning and analysing the experience of local areas and services.
- Contribute proactively, confidently and positively to strategic and operational groups, both organisational and external.
- Grow our UK-wide network, to understand and share innovation and best practice, and increasing support for all professionals celebrate and embed new ways of working with families.
• Lead the team to deliver a strong quality assurance function, and evolve their ability to draw on practice experience and expertise to deliver this. Collaborate with our Research, Evaluation and Analysis team to capture, review and analyse data on service provision and victim and survivor needs to help improve responses.
• Lead the team’s delivery of high quality professional and practical advice, assessing needs, reviewing systems and services, addressing the cost benefit gap and developing solutions with local areas
• Secure the provision of effective insight to support our advice, ensuring the team can work with our research team to offer effective qualitative and quantitative data analysis and cost benefit analysis at a local level.
• Work with our training team to support the development of our training offer, drawing on national and local experiences, and extending our cultural change programmes across all first responders to domestic abuse.

Person specification
Knowledge, skills and experience
• Hold values that inspire a culture of working together equitably, creatively and with compassion and respect for the value, influence and expertise of lived experience.
• Commitment to learning through review and reflection and embedding this across the team.
• Authoritative strategic and practice experience gained through leading or working with frontline domestic abuse services, local partnerships at all levels and with statutory and voluntary sector organisations, to inspire confidence of new partners and commissioners.
• Knowledge of domestic abuse sector and safeguarding arena, including current challenges, opportunities and lessons for effective multi-agency working to deliver the most effective response.
• Proven commitment to learning through review and reflection.
• Able to set and achieve strategic outcomes for an effective multi-agency response.
• Strong understanding of statutory commissioning processes, with demonstrable ability to develop and maintain relationships with statutory commissioning teams at all levels.
• Confident with using data and research, able to analyse existing and new qualitative and quantitative evidence, drawing out findings and making appropriate recommendations based on local needs.
• Demonstrable experience in developing and presenting high-quality written proposals/bids/reports/presentations.
• Demonstrable experience in developing and securing new opportunities with partners, including income-generating services and advice.
• Excellent verbal and written communication and facilitation skills.
• Strong project management skills, able to deliver projects or programmes of work on time and on budget.
• Proven success in leading and developing successful teams.
• Able to work successfully independently and within a dispersed team, proactive time management and prioritise effectively.
• Willing to travel extensively across the UK with frequent overnight stays as required.
• Any other duties required to fulfil this job successfully.

Competencies
• Demonstrate SafeLives values of human, rigorous and brave and embed these in all you do.
• Align your work and objectives to the SafeLives competency framework.
• Ability to work flexibly and autonomously, undertaking positive inquiry with local teams without highly developed frameworks
• Entrepreneurial approach, able to generate income alongside provision of free advice
• Pragmatic and solutions-focused, able to juggle competing priorities effectively