



Job title: IDVA Service Manager

Grade:

Salary:

Responsible to:

Responsible for: *Detail the specific positions who report to this position*

Context of job: *Insert service and partnership context, and the area where the role will be based*

Purpose of job: To manage the service and staff in providing a high-quality frontline service to victims of domestic abuse, delivering a service to those at highest risk.

To initiate, develop, maintain and monitor multi-agency links through procedures and protocols to keep safety central to all services for victims of domestic abuse.

To implement and support the development of the strategic direction of the service and take a lead role in the local domestic violence strategy partnerships.

This role is subject to an enhanced Criminal Records Bureau Check

Main duties

Service development

- Responsible for developing, managing and leading a team that keeps the safety of victims of domestic abuse central to all processes. You will have direct and overall responsibility for the staff and clients that access the service.
- Responsible for the day-to-day management of staff, ensuring appropriate and effective delivery of services to survivors, including risk assessment, safety planning, referrals to other agencies and MARACs.
- Responsible for the recruitment, selection and retention process for all staff and posts within the organisation.
- Responsible for annual employee appraisals, performance reviews and the professional development of all staff.
- You will ensure effective and appropriate support is available to address individual needs and develop productive working relationships by providing:
 - ✓ Case reviews and case supervision
 - ✓ Line management
- Responsible for regular reviews of the service which reflect input, output and outcome monitoring, funding streams and the views of stakeholders and service users. You will ensure this informs the

setting and monitoring of targets, objectives and the continuation and development of services and responses to domestic abuse, both internal and external.

- Ensure the service recognises the needs and concerns of a diverse range of survivors, and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible clients.

Multi-agency operational and strategic partnership working

- Work in partnership with statutory and voluntary agencies, ensuring the IDVA role is central to multi-agency work and the response to domestic abuse.
- Represent the service at multi-agency operational and relevant-level strategic meetings, feeding back initiatives and outcomes internally as appropriate.
- Influence and develop strategic and operational responses to improve services to victims of domestic abuse ensuring that the experiences of service users are central.
- Manage political relationships and influence local strategies to tackle domestic abuse.
- Ensure the involvement of the service in the MARAC, information sharing and risk management framework for high risk victims.
- Develop and maintain links with other agencies, individually and as a service, developing protocols and referral procedures with external partners as appropriate.

Governance and finance

- Ensure that the service is managed in accordance with its governing documents.
- Responsible for supporting the governance process, implementing *board* decisions and communicating and reporting to the *board* on all aspects of its framework and service delivery.
- Provide routine reports to funders and stakeholders so that they can assess the overall performance of the service.
- Responsible for identifying and securing resources towards tackling domestic abuse and implementing the funding plan agreed for the service.
- Ensure that the service complies with relevant legislative requirements as defined in its governing document/framework such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, Child Protection and Protection of Vulnerable Adults and any other legislation connected to funding and service level agreements.

Monitoring and evaluation

- Ensure effective monitoring and evaluating systems which assess intake, output, and outcomes of the service to inform service and strategic development.

Person specification

Knowledge

You will be required to:

- Have an excellent understanding of domestic abuse including the impact on victims and their children and the legal and practical remedies available to these clients.
- Know the relevant legislative requirements involved in managing a service governed by a *board* such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, Child Protection /Protection Of Vulnerable Adults, and any other legislation connected to funding and service level agreements.
- Have an excellent understanding of the context of IDVA services and best practice when working with high risk victims of domestic abuse.
- Have theoretical and procedural knowledge of other voluntary and statutory services involved in the response to domestic abuse.
- Have an understanding of multi-agency partnerships and legalities of information sharing in domestic violence cases.

Experience

You will need:

- Experience of managing a team dealing with frontline high risk domestic abuse clients or work with vulnerable people.
- Experience of supporting a governance process and implementing board decisions.
- Experience of financial management and fundraising.
- Experience of working within legislative frameworks and using this application to develop, influence and encourage partnership working.

Skills/ Qualifications/ Professional Membership

You will be required to:

- Hold relevant management qualifications at degree level, equivalent experience or a vocational qualification.
- Be able to manage change and growth within your organisation.
- Have strong organisational, report writing and communication skills both in person and through writing.

Personal qualities

You will need to be able to:

- Motivate others and provide leadership within your service particularly in crisis situations.
- Support and guide your team and have excellent advisory and persuasive skills.
- Be flexible and willing to work in a range of all types of statutory and voluntary sector environments.
- Act with integrity and respect when interacting with clients, employees, agencies and individuals.