

JOB DESCRIPTION

West Wales Domestic Abuse Service (WWDAS)	
Job Title:	Children and Young People's Services Manager
Salary and Hours:	24 hours a week and on call support £21,500 pro rata per annum
Reports to:	Chief Executive Officer
Reportees:	This post has line management responsibilities including staff, volunteers and project workers as allocated
Location:	Aberystwyth and Cardigan and wider area will be required as and when needed.

Job Purpose:

As part of a team, and in line with the commitment of WWDAS empowerment, the role of the Children and Young Person's Service manager is to manage a team of children and young people and be part of the management team of WWDAS.

WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others. As a manager you will be expected to lead by example ensuring adherence to professional boundaries, apply person centred support, reflective practice, co-production, recovery, aspiration focused approaches and other psychologically informed approaches in the work that you do.

The role will oversee and provide professional, confidential, practical and emotional advice and support to children and young people who are currently or have had experience with domestic abuse. This support is offered to children and young people whose parent/s are users of the WWDAS services or independently of their parents.

This includes working with children and young people in the community and during their time in refuge. When leaving refuge, support is offered through the transition

to living in their new home. WWDAS places the needs of service users at the heart of everything it does and this is reflected throughout the organisation and its relationships with others.

The postholder is required to work with minimal supervision and to work unsocial hours as part of their working week. They will carry out some or all of the following tasks, depending upon location, qualifications and experience:

Main Duties:

1. To be a positive member of WWDAS management team, ensuring effective delivery to WWDAS's organisational strategy.
2. In consultation with the CEO assign work, service users etc. to members of her team in accordance with their knowledge, skills and experience.
3. To contribute and participate in the development of WWDAS strategic objectives and organisational annual planning processes.
4. To develop a Children and Young People's plan that links to WWDAS organisational aims and values, ensuring that this is delivered effectively across services.
5. To ensure a strengths based, empowering approach to working with those who have experienced and/or are experiencing domestic abuse, assessing risk and safety
6. To ensure all workers use WWDAS's policies, procedures and processes to achieve objectives and to contribute to the continuous improvement of these
7. To manage the development, delivery and evaluation of structured case work and group work programmes of specialist Domestic Abuse support services to individuals and children using a child-centred approach.
8. To work with the CEO to identify new business opportunities, inform WWDAS tender submissions, funding applications and support fundraising initiatives and ensure careful implementation planning and processes.
9. To be committed and proactive in developing bilingual Welsh and English delivery of services
10. To oversee and ensure appropriate acceptance and assessment of referrals in accordance with WWDAS Policies and Procedures.
11. To act as the designated person for Child protection for WWDAS
12. To be an ambassador for WWDAS and an exemplar of best practice.
13. To undertake own routine administration e.g. word processing and filing, etc.
14. In the absence of staff assists with other duties appropriate to your role.
15. To be responsible for her own health and safety.
16. To ensure a commitment to equal opportunities and diversity.
17. To carry out such other reasonable tasks that may from time to time be allocated.

People Management

1. To create clear direction through leadership and expertise to their staff teams, and as part of the wider management role within WWDAS

2. To assist with the management of staff, volunteers and ancillary staff assigned to them. This will include recruitment and selection, induction probation, discipline, grievance and performance management in accordance with policies and procedures.
3. Ability to manage and staff and volunteers in delivering consistently high-quality programmes in line with the aims and objectives of WWDAS strategic plan
4. To keep up to date with relevant professional developments, legal and technical information and best practice, and apply this to the management of services and the development of local Managers.
5. To ensure the professional development of self, staff and volunteers.
6. Develop a high performing team, who take responsibility for the performance, quality, professional development and effectiveness of their own services, and for delivering integrated services.
7. Ensure that all staff have their learning and development needs assessed and met and ensure new staff within each area are fully inducted into the organisation and into their specific service and wider organisation
8. Establish clear expectations, objectives and standards for staff, both individually and as a team, and ensure that they do the same for staff reporting to them.
9. Model the behaviour expected of staff including person centred support, reflective practice, co-production, recovery, aspirations focused approaches and other psychologically informed approaches.
10. Commit to effective staff management through the use of one to one's and the organisational performance tools and resources. Ensure that performance related procedures are effectively implemented, for example all staff are in receipt of regular supervision and have the opportunity to reflect on their performance and any improvement targets which may have been set as appropriate.
11. To ensure that services are staffed in line with funding contracts, through pro-active and effective recruitment in collaboration with HR and service users
12. To work with service users in accordance with established policies, procedures and guidelines, maintaining all necessary records (manual and computer).
13. To hold regular meetings with their team to monitor service delivery.

The Delivery of Quality Services

1. To ensure that service user's needs, risks and aspirations are accurately assessed in line with the service provision and that service users are at all times provided with an opportunity to articulate and inform how they would like services to be delivered to them so that their self-determined goals are met.
2. To offer appropriate information, advice and support to service users in a timely, confidential and professional manner.
3. Advocate for the rights of children and young people to ensure they have access to health, education and other services they may need
4. To enable children in refuges to experience living and playing in a supportive environment.
5. To conduct regular management quality audits to support the delivery of quality services and to provide management reports to the CEO and Board of Trustees highlighting good practice case studies, potential business risks, opportunities and strengths.
6. To develop a Service User Involvement approach with the CEO in relation to Children and young people

Financial Responsibilities and Management of Resources

1. To manage with the CEO the financial accountability and monitoring of the operational work within WWDAS with the agreed financial policies and procedures and to make best use of staff, property, equipment and other assets, and Information Technology.
2. To work with the CEO and Business Support officer to set and agree an annual operational budget for each discrete service or group of service and ensure that income and expenditure are in line with projected figures and mitigate for any variance.
3. To have a rigorous and responsible financial management approach and ensure that all resources are utilised appropriately.
4. To be responsible for identifying more efficient ways of working within a specific service or across multiple services.
5. To ensure that all financial and administrative processes are delivered to a high standard, in line with WWDAS Policies and procedures and in a timely fashion.
6. Implementation of recommendations from safeguarding alerts
7. To work closely with other Domestic Abuse & Sexual Violence agencies to ensure the best outcomes for service users.
8. To gain and retain Leading lights and Welsh Women's Aid National Quality Standards and accreditation for the DA Services

Administration of Finance and Performance

1. To work with the CEO and Business Support Officer to ensure that all financial records are accurate and reliable.
2. To ensure that WWDAS performance and reporting requirements and external funders' requirements are met.
3. To ensure that records are kept and performance monitoring and reporting carried out as required.

Communication & Liaison

1. To work with internal colleagues regarding internal and external messaging to influence and provide solutions
2. To attend training courses, WWDAS Trustee and organisation meetings and other team events as required.
3. To hold Support Workers' meetings on a regular basis.
4. To organise and engage with Service and Project Reviews.
5. To prepare and present reports as required in line with organisational reporting against targets.
6. To manage liaison with external agencies and develop professional partnerships with other voluntary and statutory sector providers to inform better practice and develop a collaborative approach to service planning and delivery for a wide range of service users.
7. To represent WWDAS at TAF and Child Protection Conferences and external forums and network meetings.

PERSON SPECIFICATION

		ESSENTIAL	DESIRABLE
Knowledge, Skills and Expertise	1. Demonstrable experience and knowledge of working as frontline worker in DA and managing/supervising people	✓	
	2. An understanding of the effects on children and young people where they have experiences or are experiencing domestic abuse	✓	
	3. Demonstrable experience of managing a budget	✓	
	4. Working knowledge of the legal framework and best practice for the protection of vulnerable adults and children	✓	
	5. Knowledge of recent legislation. Wellbeing of Future Generations Act 2015, Social Service and Wellbeing Act and the Violence against Women Domestic Violence and Sexual Violence Act and Human Rights Act	✓	
	6. Commitment to anti-discriminatory practice, maintaining a healthy and safe working environment, continuous improvement of service, engaging with a change management process and understanding your role within this	✓	
	7. Good oral, written, administration and IT communication skills	✓	
	8. Ability to manage staff	✓	
	9. Ability to manage diverse and conflicting demands of the post		✓
	10. The ability to represent the organisation professionally at external meetings and develop partnerships with other organisations	✓	
	11. The ability to critically assess own work and agree actions for improvement with line manager and peers.	✓	
	12. Ability to use IT to support both scrutiny and delivery of work, including using new systems.	✓	

	13. Demonstrable experience and knowledge of data protection and confidentiality	✓	
	14. Income generation and fundraising expertise		✓
	15. Experience of Multi-agency working	✓	
	16. Ability to make presentations to groups of young people and professionals	✓	
Relationship with people who use the service	17. Focus on strengths, aspirations, resilience and empowerment of the person to recognise and build on their qualities	✓	
	18. Be an active listener who develops a holistic understanding of people	✓	
	19. Be able to work so that children and young people have an understanding of rights and responsibilities	✓	
	20. Be honest, transparent and be able to both challenge and inspire	✓	
	21. Empower people to take positive risks	✓	
	22. Be warm and empathic, whilst maintaining appropriate boundaries	✓	
Relationship with colleagues in WWDAS and external stakeholders	23. Hold colleagues and stakeholders in respectful positive regard, valuing their strengths and skills and providing constructive feedback and challenge where appropriate	✓	
	24. Communicate with openness and honesty, practicing active listening skills and being mindful of your behaviour and language in your interactions	✓	
	25. Encourage and welcome a diversity of viewpoints, recognising the different assets, knowledge and skills that others bring and understanding this is a partnership of equals	✓	
	26. Foster a team ethos by fulfilling your responsibilities, delivering your work on time, offering support to colleagues and stakeholders where appropriate and sharing your successes	✓	

	27. Bring the voice of people who use the service to the forefront of all our communication	✓	
	28. Develop a holistic knowledge of WWDAS and be able to articulate the range of services WWDAS offers to others	✓	
Relationship with self	29. Proactively develop your knowledge, experience and/or skills by seeking out training and other opportunities to learn	✓	
	30. Be reflective and open to constructive challenge, showing willingness to try new things and learn from mistakes	✓	
	31. To think innovatively and seek solutions	✓	
	32. To actively assess your self - awareness.	✓	
	33. To use supervisions and other reflective practise opportunities to consider your strengths and weaknesses, thoughts, beliefs, and motivations	✓	
	34. To be mindful of your own wellbeing and seek support where needed	✓	
	35. To take pride in your work and take your responsibilities seriously	✓	
Qualifications	36. A relevant qualification in the following areas: childcare level 3 or above, support work with children, social work, youth work, social work or other relevant area	✓	
	37. First Aid		✓
	38. A relevant leadership or management qualification		✓
	39. Driving Licence and access to a car	✓	
	40. Designated Person for Child Protection		✓
Commitment to Welsh Language	41. Be able to communicate in the Welsh language		✓

	42. Committed to support a bilingual working in English and the Welsh Language and other languages	✓	
	43. Commitment to learn Welsh		✓

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the Charity.

Signed Job Holder

Date

Signed Line Manager

Date