



**Service Manager**  
**Job Description and Person Specification**

**Salary: £26,000**

**Hours:** 37 hours per week to include some evening and weekend working where required

**Responsible to:** Service Director

**Responsible for:** Management and development of GRASAC direct services and management of paid staff

**Office Base:** Gloucester

**Contract:** Fixed term contract until April 2020

**Pension:** 6% contribution by employer

**Annual Leave:** 25 days plus bank holidays

**Other Information:**

- Post is restricted to women under Schedule 9, part 1, Equalities Act 2010
- Applicants will undergo an enhanced Disclosure and Barring Service (DBS) check before appointment
- The post is based in Gloucester but with regular travel across the whole county and occasional travel within the south west region or nationally. Use of a car is essential to the post
- The post involves flexible working hours, with up to one evening per week
- **Closing date for applications is the 27<sup>th</sup> May 2018**

## **Equality Statement**

We aim to meet all of our obligations under the Equality 2010 Act and welcome applications from women from all sections of society. We will make reasonable adjustments to the working environment as required.

## **Key Responsibilities**

### **Service Delivery**

1. To oversee, coordinate and manage the direct service provision of GRASAC (Specialist support, advocacy, practical support and group work).
2. To undertake and co-ordinate Initial Assessments with people referred to the face to face service and to exercise professional judgement in subsequent decision making.
3. To work with the Volunteer and Training Manager to match service users requiring direct support to the most appropriate specialist support worker.
4. To deliver occasional direct, specialist support to people who have experienced sexual violence, in person, by email and telephone.
5. To deliver advocacy support to people on the waiting list or to co-ordinate this work with another member of the team.
6. To be part of a rota for out of hours work by volunteers which includes debriefs and occasional staffing of the helpline.
7. To act as one of the Designated Safeguarding Officers, along with the Service Director.
8. To work within the GRASAC team to ensure the trauma informed support services are safe, effective, responsive and ethical for all service users.
9. To ensure that the shared purpose, ethos, values and integrity of GRASAC are clearly understood and that the team meet targets set and work within the policies and procedures of the organisation.

### **Service Development**

1. Oversee successful and innovative consultation and feedback systems involving service users in developing and evaluating their services.
2. Ensure ongoing excellence of service delivery.
3. Promote the service and raise the profile of GRASAC across the county through networking, partnership working and general promotion including presentations, delivering training and workshops, media interviews and publications as appropriate.
4. To deliver training to volunteers, staff groups and external agencies.
5. To assist the Volunteer and Training Manager in preparing for monthly volunteer meetings and to attend meetings as required.
6. To work with the Service Director to develop organisational policy.

7. To lead on the development of organisational procedures which maximise the effectiveness of the specialist support service.
8. To work with the team to consult and involve service users.

### **Direct Management**

1. To line manage Specialist Support Workers and other nominated staff members.
2. To provide regular line management meetings to nominated workers, ensuring accurate notes are taken and store these securely.
3. To authorise TOIL and Annual Leave for nominated workers.
4. To undertake annual appraisals of nominated workers and to support their continuing professional development.
5. Line manage staff (including case management, developmental support and performance appraisals) to ensure that professional standards are maintained and that service users receive support relevant to need.
6. To advise the Service Director of any issues of concern with nominated workers and to instigate formal procedures as required.

### **Quality Assurance**

1. To ensure that the services provided are within agreed organisational policy and process.
2. To proactively maintain professional knowledge and practice and attend and contribute to team meetings.
3. To ensure compliance and responsiveness to child and adult safeguarding policies and procedures, being the first point of contact for safeguarding discussions within the organisation.

### **Monitoring and Evaluation**

1. To work alongside the GRASAC team to ensure that all service activity is recorded, inputted and evaluated.
2. To work to all agreed recording, monitoring and evaluation procedures and to contribute to their continual improvement.
3. To provide specific data as required and to write reports as necessary.

### **Communication**

1. To ensure effective communication of information within GRASAC resulting in an accessible, reliable and smooth running service for all service users.
2. To promote a positive view of GRASAC when interacting with external partners and stakeholders.

### **Other**

1. Engage with line management, supervision, training, personal development and wellbeing, using opportunities provided by GRASAC to do so.

2. Work in partnership with Rape Crisis England and Wales and other rape crisis centres as necessary.
3. Any other reasonable task commensurate with this post as requested by the Service Director

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications, Training and Experience</b>	<p>2 years' experience of delivering direct support to people in distress</p> <p>Experience of working with women who have experienced sexual violence</p> <p>2 years' experience of supervising staff and managing a team</p> <p>Experience of assessing need and risk and using referral pathways</p> <p>Understanding of and significant experience in working with safeguarding (adults and children) issues</p> <p>Experience of multi-disciplinary working, in particular, working alongside colleagues in mental health, social care and the police</p> <p>Experience of managing external relations with a range of statutory and non-statutory agencies</p>	<p>A professional qualification; ISVA; mental health; social work; therapeutic etc</p> <p>Experience of planning and delivering training</p>
<b>Skills and Abilities</b>	<p>A sensitive, empathic and mature approach to working with victims of sexual violence</p> <p>An ability to work confidently and sensitively with people from a range of diverse backgrounds</p> <p>Confidence in working with distressed people and the ability to inspire confidence in others</p> <p>Excellent written and oral communication skills</p> <p>Excellent interpersonal, relationship building, group facilitation and presentation skills</p> <p>Skilled in maintaining boundaries and able to support volunteers and staff in this area</p> <p>Ability to maintain up to date records and to</p>	

	<p>collate and input monitoring and evaluation data</p> <p>Competence in using Microsoft Office applications</p>	
<b>Knowledge</b>	<p>Comprehensive understanding of the impacts of sexual violence</p> <p>Understanding of and commitment to the feminist perspective of sexual violence held by GRASAC</p> <p>Comprehensive knowledge of the short and long term effects of trauma and strategies for working with this</p> <p>Good knowledge of safeguarding principles</p>	
<b>Personal Traits</b>	<p>Creative, flexible and curious</p> <p>Excellent time management skills with the ability to manage a complex and demanding workload</p> <p>Ability to work as part of a small team</p> <p>Passionate about supporting women who have experienced sexual violence</p> <p>Commitment to own wellbeing and able to source support or ask for assistance</p> <p>Commitment to continuing own professional development</p>	