



JOB DESCRIPTION

Job Title:	Islington & Haringey Service Manager
Responsible To:	Senior Manager
Responsible For:	<ul style="list-style-type: none"> • Leading and managing Solace's Haringey refuge and floating support service and Islington refuge services for women and children • Delivering an excellent service, meeting the needs of women and children impacted by the trauma of abuse. • Working effectively with commissioners and partners across Haringey and Islington • Ensuring that the required service targets are met and evidenced in quarterly reports to commissioners <p>Direct line management of 3 senior staff members and responsibility for the staff and volunteer team</p> <ul style="list-style-type: none"> • Work closely with other managers and Senior Managers to improve the quality of provision across these and all Solace services.
Conditions of Service:	<p>37.5 hours per week plus you are required to take part in the on-call rota which is paid separately.</p> <p>25 days annual leave rising to 30 days per annum</p> <p>Public Holidays</p> <p>6 month probationary period</p> <p>3% matched contribution to SWA stakeholder pension scheme</p>
Salary:	Solace Band 6b: Salary £35-£36,000 per annum depending on experience
Contract:	Permanent
Location:	Across Islington and Haringey



Main Purpose of Job

To ensure Solace achieves excellent standards of support in refuge and floating support service provision for women who have experienced domestic violence/abuse.

To incorporate a trauma informed and 'Think Family' approach that recognises the particular needs of women and children affected by domestic violence and to strive for excellent standards in our service provision.

To achieve this by working closely with all key stakeholders and in particular the women and children using the services to make sure that we provide services which meet needs and result in positive move on. In particular:

1. Working with staff to formulate and agree annual team and individual staff work plans

Take overall responsibility for leading, managing and support the performance of the staff teams

Ensure that services are provided in accordance Solace's ethos and policies and procedures and in line with commissioning requirements

2. Deliver services ensuring that contract requirements are met, defined services standards are maintained, and compliance with policies and procedures:

Responsible for referrals, assessments of risk safety and support planning are carried out competently and within the required time framework

Ensure access to services for all women experiencing domestic abuse and all forms of VAWG, facilitating support to enable access as and where necessary including the provision of crèche facilities, translation services and demonstrating a commitment to addressing inequality and barriers faced in accessing services

To ensure the success of the delivery of the weekly workshop programme

Effectively monitor standards and targets, working to ensure continuous improvement

3. Ensure effective the financial management of services and ensure:

a) The collection and recording of rent, personal charges and other payments from service users

b) the maintenance of the petty cash system



- c) Working with the Senior Manager to contribute to the setting of the service budget and financial monitoring of income and expenditure on a quarterly basis
4. Positively promoting Islington refuges and Haringey refuge and floating support services by ensuring:
 - a) Publicity is developed and effectively distributed
 - b) Representation at key meeting and forums
 - c) Service level agreements and referrals pathways are in place with all key stakeholders
 5. Ensuring and enabling service user feedback and voice in service delivery and development and ensuring service user's views are incorporated into team plans
 - a) Encourage service users to participate in feedback exercise
 - b) Manage and resolve complaints and monitor for service improvement opportunities, escalating to the senior manager where appropriate
 6. Contributing to the development of Solace through assisting with funding opportunities and further developing Solace's Haringey refuge and floating support services:
 - a) Lead in fundraising activities and ensure that the team contributes to organisational fundraising and bids.
 - b) Further develops Solace's Islington refuges and Haringey refuge and floating support service provision in Haringey

Corporate Responsibilities

1. Ensure that all policies and procedures in your work area are up to date
2. Ensure effective implementation of Solace's Equality and Diversity strategy, ensuring awareness and integration with all communities in the Boroughs of operation
3. Attend all the meetings and training relevant to your role
4. Act as a Solace ambassador
5. Hold or attend regular boroughs and team meetings to ensure effective working practices and communication across the Staff team

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.

Experience
Experience of working in the violence against women field
Experience of managing refuges and/or VAWG community services
Substantial experience of working in a regulated environment, managing risk, support planning and following case management procedures to meet the needs of a diverse and vulnerable client group
Demonstrable experience of and commitment working within an anti-discriminatory framework
Experience of involving service users in the development of the service
Experience of partnership work & monitoring contract delivery
Knowledge + Understanding
A good working knowledge of the options for and rights of women and children experiencing domestic violence and abuse and proven ability to use in casework
A good working knowledge of Safeguarding adults and children
Skills + Abilities
Ability to provide leadership, plan and manage resources
Ability to develop productive working relationships with colleagues and stakeholders
Ability to manage a budget and deliver against KPI's and outcomes
Ability to communicate effectively (both written and verbal) including producing reports and briefings
Values + Ethos
A thorough understanding of anti- discriminatory work and practice
A commitment to the values and ethos of Solace Women's Aid
A commitment to fostering innovation in working practice
A flexible approach to your work
A commitment to respecting and valuing service users' perspectives and involvement in Solace