



## WOMEN'S COMMUNITY SERVICES MANAGER

### JOB DESCRIPTION

<b>Job Title</b>	<b>Women's Community Services Manager</b>
<b>Salary:</b>	<b>£34,861- £38,658 per annum</b>  (salary will be set dependent upon qualifications and experience)
<b>Hours:</b>	<b>Hours: 37 hours per week</b>
<b>Responsible to:</b>	Chief Executive Officer, and will also be responsible to the Board of Trustees
<b>Job Purpose</b>	<p>This role has been developed in response to our growing range of community-based services meeting the needs of women at risk of, living with or recovering from any form of Violence Against Women and Girls to improve their safety, wellbeing, independence, and resilience. These services are grounded in our view that violence against women and girls is both the cause and consequence of gender inequality. As an organisation we believe that by addressing some of the material disadvantages women face, and by providing opportunities to increase women's equality, we are directly contributing to the prevention of VAWG and helping to reduce the long-term impact of violence and abuse.</p> <p>The role will engage with local communities and be committed to partnership working. The successful candidate will liaise closely with both statutory and community organisations and will be responsible for overseeing and managing all aspects of service delivery and development, including the reviewing, monitoring and evaluation of activities/projects and the identification of unmet needs. You will also ensure that standards for the delivery of services are monitored and evaluated to meet contractual and quality requirements.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

## **JOB DETAILS**

### **Core Requirements:**

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers, and management of Staffordshire Women's Aid.

### **Specific Duties:**

- To oversee and manage our range of community-based projects that support women to recover from the practical and emotional impacts of Violence Against Women and Girls (VAWG) in line with organisational policies, procedures and standards.
- To lead on the on-going development of the Women's Centre and new projects/initiatives to meet service user needs and gaps in provision.
- To ensure that all service users are treated in a consistent, fair and empowering manner.
- To oversee and manage the Volunteer Project and its ongoing development.
- To oversee and manage the Training Project and its ongoing development.
- To lead and motivate a team of staff and volunteers, including recruitment, supervision and staff development to ensure services are delivered by a skilled and positive team.
- To review, monitor and evaluate activities/projects to meet quality and contractual/funding requirements and ensure adherence to agreed budgets.
- To consult with service users to ensure their views and experiences are central to our practice and service delivery and to promote user participation in the running of the organisation.
- To assist in identifying and securing funding to deliver services by developing innovative solutions and providing information and context to support funding applications.
- To participate in procurement and tendering processes as required.
- To present reports, statistics, updates on staffing, case studies etc to the Operations Manager, CEO and/or Board of Trustees as and when required.
- To contribute towards achieving organisational aims and goals within our strategy.
- To represent SWA at a strategic level including chairing meetings, attending advisory groups and participating in local meetings with a view to influencing how stakeholders deal with violence against women and girls.
- To liaise and network with partner agencies, developing working relationships which benefit SWA and service users.

- To liaise and network with community organisations/groups, raising awareness of SWA and developing relationships which benefit SWA and service users.

### **General Responsibilities:**

- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and organisational objectives.
- Maintain an awareness of issues/current legislation related to VAWG attending relevant training/ conferences / workshops in line with identified professional objectives.

### **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check, and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

### **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.



## **WOMEN'S COMMUNITY SERVICES MANAGER**

### **PERSON SPECIFICATION**

#### **INTERPERSONAL SKILLS AND EXPERIENCE**

##### **Working with Others**

- Must have a proven track record of partnership working and have the skills and ability to build positive relationships with partners and stakeholders.
- Must have the ability to deal with changing priorities and situations and respond effectively to these, interpreting policies fairly and seeking to resolve issues promptly.
- Strong team working capabilities and ability to liaise and co-ordinate effectively with external colleagues to achieve objectives.

##### **Communication**

- Must be able to communicate effectively (both verbally and in writing) with service users, staff and stakeholders.
- The ability to articulate views and ideas in a persuasive way.
- To be confident at presenting information in a variety of situations, including formal training and dealing with feedback and challenges.
- The ability to carry out meaningful service user consultation and to use this to shape and develop services.

##### **Staff Management**

- Must have experience of leading, supporting and managing people.
- Must have experience of delivering high quality services and support.
- Must be able to motivate and inspire staff to achieve the highest standards and be a role model who promotes, and is passionate about, the values of SWA.
- To be persuasive and open in communication with the ability to promote organisational change.

##### **Strategic Delivery**

- To have experience of informing and influencing commissioners, policy makers and stakeholders.
- To have experience of participating in procurement and tendering processes or fundraising / grant applications etc.

##### **Equality and Diversity**

- To demonstrate a commitment to the principles of equal opportunity and diversity and in particular anti-oppressive practice in service delivery.

## **ORGANISATIONAL ABILITIES**

### **Project Management & Service Delivery**

- A commitment to delivering safe, trauma informed, high-quality services to women, promoting an ethos of empowerment.
- To have a clear understanding of best practice in relation to community-based services, including group work and multi-agency working.
- Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision.
- Ability to respond to specific targets for service provision.
- Ability to work with a range of management information/data and to interpret and produce reports where required.
- Ability to operate a quality assurance framework, ensuring objectives and targets are met on time and within budget.

## **PERSONAL EFFECTIVENESS**

### **Approach to Work**

- Must be a strong team player who possesses humour, tact, diplomacy and is resilient under pressure, and is able to prioritise workloads effectively.
- Ability to deliver practical and creative solutions to issues and problems.
- Ability to handle typical operational and team management issues and present a confident and consistent approach in applying organisational policies & standards.
- Ability to delegate in a way which empowers others.

## **COMMITMENT TO STAFFORDSHIRE WOMEN'S AID**

### **Commitment to Organisational Goals**

- Should be able to demonstrate a strong commitment to the vision, mission, social objectives and values of SWA.

### **Embracing change**

- Should be open to, and supportive of, change and new ways of working and be able to gain buy-in and long-term commitment from the team.
- Willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload.