

# Job Description

<b>Job Title:</b>	Deputy Manager: Phoenix Project	<b>Department:</b>	Operations – Wiltshire and Swindon
<b>Reports to:</b>	Deputy Head of Service	<b>Salary:</b>	Band
<b>Accountable to:</b>	Deputy Head of Service	<b>Hours:</b>	37 hours per week
<b>Responsible for:</b>	Independent Domestic Violence Advisors (IDVAs).  Domestic Abuse Specialist Advisors (DASAs).	<b>Location:</b>	Trowbridge, with expectation of travel on occasion. Hybrid working (from home and the office will be supported).

## Main purpose of the Job

Splitz Support Service delivers services across the South West for victims and perpetrators of domestic abuse and victims of sexual violence. We provide responsive, victim focused and trauma informed support and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery.

Based within our Phoenix Project – which delivers domestic abuse services across Wiltshire and sexual violence services across Wiltshire and Swindon – the Deputy Manager will support the Deputy Head of Service with managing the Phoenix Project. They will be responsible for managing our support for adult victims of Domestic Abuse, with line management responsibility for our experienced team of IDVAs and DASAs, alongside ensuring that Phoenix maintains a positive working relationship with the Children’s Social Care Teams across Wiltshire.

IDVAs provide independent support and advice to high risk victims of domestic abuse, with a clear focus on reducing risk and increasing safety. Our DASA Team provide time-limited educational support sessions, delivered one to one to increase knowledge and understanding around domestic abuse and healthy relationships. Each DASA is linked to a designated Children’s Social Care Team or the MASH to provide Social Workers with professional advice and consultation regarding domestic abuse.

The key tasks include:

Work closely and collaboratively with domestic abuse, health and other commissioners, key stakeholders and funders

- Enable the charity to realize its vision, mission and strategic ambitions through the management and delivery of excellent, responsive services that achieve great outcomes for all our domestic abuse and sexual violence service users. Lead and

inspire staff to deliver domestic abuse and sexual violence services that meet the high quality standards of Splitz, commissioners and accrediting bodies

- Contribute to the development and delivery of new projects through evidencing need, gaps and contributing to Splitz income generation and growth strategies.
- Work collaboratively with a range of partners and stakeholders to promote systems change for victims and perpetrators of domestic abuse and their children.
- The post holder will operate within both a local and national context, and will be working closely with the senior management team
- Taking responsibility for the provision of domestic abuse support to adult victims across Wiltshire.
- Maintaining a close working relationship with Children's Social Care and MASH.
- Line managing the IDVAs and DASAs, providing case supervision, support and direction.

### **Main Responsibilities and Tasks**

#### **Operational- management:**

- To provide leadership, direction and support to team managers including leading in recruiting, training, scheduling and supervising staff, ensuring excellent management of all teams delivering domestic abuse support and other related services.
- To provide management cover in the event of the absence of other Managers. To provide operational cover for team manager's absence
- To coordinate the development and maintenance of partnerships with other agencies, to ensure effective, allied approaches to client support, with a particular focus on adult victims of domestic abuse.
- To promote an organisational culture of engagement, improvement and best practice to deliver a high quality and accessible service.
- Ensure performance targets are monitored and delivered on time/term crisis intervention service through individual safety planning and personal support????
- To develop and maintain a culture and systems that promote trauma informed practice and equality, value diversity and offer empathy to victims of abuse and violence.
- To develop the DASAs and IDVAs into a cohesive and supportive team (prior to this role, the teams were separate), through the use of open communication, team meetings and coaching.
- To lead on reporting outcomes linked to the support of adult victims of domestic abuse.
- Play an active part in the Phoenix duty rota, acting as duty manager where required.
- Provide support and training to internal staff and external agencies, including managing placements of students.

- Play an active role in supporting the MARAC process, including attending MARAC Management meetings.
- Ensure the work of the Team meets Leading Lights standards.
- To line manage the team of DASAs and IDVAs, providing case management supervision, line management support, allocation of cases and ensuring all staff are supported to meet their full potential.
- Attend regular meetings with Children's Social Care and MASH to enhance and develop the working relationship between the MASH, Children's Social Care and Splitz Support Service.

#### **Leadership and management:Leadership and management**

- Be an active participant in the operational managers team.
- Provide inspirational leadership and effective management to Team Managers within the Phoenix Project ensuring that all staff and volunteers are actively working to achieve the charity's vision, mission and strategic ambitions.

#### **Performance management:**

- Contribute to the review of service performance, with consideration of key performance indicators, budget and quality of practice.
- Carefully monitor and evaluate the performance of the DASA and IDVA Team.
- Develop effective business cases to propose new developments within the annual budgeting process but also progress ad hoc opportunities as they arise.

#### **Governance and regulation**

- Provide regular performance and project reports to the Deputy and Head of Service, SMT and the Board.
- Provide performance and project reports and attend regular meetings internally and externally as requested.
- Provide evidence based assurance that the service meets or exceeds the contract terms and report to commissioners against performance indicators.

#### **Relationships and partnerships**

- Proactively build relationships with the wider statutory and voluntary partners across the charity's areas of operation, with a focus on supporting adult victims of domestic abuse.
- Actively network across the operating area and beyond to build the charity's reputation and harness support for the organization.

#### **Development**

- Demonstrate continuous professional development as part of the charity's ethos as a learning organization.
- Ensure the charity's learning and excellence ethos is demonstrated through excellent performance management and continuous learning and development.

- Actively participate as required in the training of staff and others working as part of the charity's ethos as a development organisation.

**Technology: Technology**

- Ensure all staff are fully IT literate and have the necessary skills and technology to fulfill their roles effectively.
- Work with the SMT to ensure all data is protected and systems are conversant with current Information Governance legislation.

**Other****Confidentiality and Data Protection**

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

**Equality and Diversity**

Splitz Support Service is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes Splitz Support Service's Equality, Diversity and Inclusion policy.

**Health and Safety**

All individual employees are required to contracted to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits etc.

**Policies and Procedures**

Responsibility for formulating, updating & monitoring relevant Splitz policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates

All employees need to be aware of all Splitz Support Service's policies and procedures and work within them at all times.

**Safeguarding / Disclosure and Barring Service**

Splitz Support Service is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding leads immediately. This role will require an enhanced DBS check

# Person specification

Requirements		Essential /Desirable
<b>Educations and Qualifications</b>	<p>Good standard of general education.</p> <p>Relevant degree</p> <p>Relevant professional qualification in domestic abuse/social work/management</p>	<p>E</p> <p>D</p> <p>E</p>
<b>Experience, Skills and Knowledge</b>	<p>Practical experience of working with people with complex or other needs</p> <p>Experience of managing and developing teams and individuals</p> <p>Experience of managing change.</p> <p>Experience of working with Quality System Frameworks.</p> <p>Experience of safeguarding children and vulnerable adults.</p> <p>Experience of operational performance management.</p> <p>Demonstrable strong written and verbal communication skills; to be able to write reports, deliver presentations, supervise others in their writing skills, and to communicate with stakeholders in a clear and effective way.</p> <p>Knowledge of the range of statutory and voluntary agencies and services which women experiencing domestic violence may come into contact with.</p> <p>Awareness of domestic abuse, the range of responses and the</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

	<p>confidence to advise and support domestic abuse staff.</p> <p>Awareness of sexual violence, the range of responses and the confidence to advise and support staff working with SV victims.</p>	<p>E</p> <p>D</p>
<p><b>Personal skills and attributes</b></p>	<p>Evidence of the ability to demonstrate leadership and sound judgment in crisis situations including where lives need to be protected.</p> <p>Excellent organizational skills,</p> <p>Strong interpersonal and team working skills.</p> <p>Ability to propose, initiate and develop new ideas.</p> <p>Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.</p> <p>Able to critically evaluate own work.</p> <p>Work on own initiative – set and meet targets and deadlines and organise own time.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

<b>Other</b>	Full driving licence and access to a roadworthy vehicle	E
	Ability and willingness to travel across Wiltshire and Swindon	E