**TLC: Talk, Listen, Change**

**Role Profile**

**Job Title:** Domestic Abuse Service Manager

**Salary:** Grade 5: £32,552 - £38,211 per annum

**Hours:** Full-time, 37 hours per week

We offer a range of flexible working arrangements, including hybrid working, condensed or part-time hours, job share and other flexible working arrangements. We encourage our people to work in whichever way helps them to perform at their best.

**Accountability:** Domestic Abuse Senior Service Manager

**Job Purpose:** To lead a diverse team of Adult and Children & Young People Practitioners. To continue the development a range of domestic abuse services, including those focused on prevention, early intervention, behaviour change, services for victims, perpetrators, children and young people.

**Key Responsibilities:**

1. Provide strong, inspirational leadership and management of all services including the provision of all line management duties for direct reports (regular one-to-ones, performance appraisals, team meetings, sickness and performance management).
2. Be the thematic leader for agreed of area of expertise, supporting the whole Domestic Abuse team to maintain best practice and innovate.
3. Monitor and support the use of digital case management systems including completion of casefile audits and ensuring key performance indicators are met for each contract. Utilising Power BI to analysis data and plan appropriately for future service development.
4. Manage day to day processes of safeguarding, risk management and case load management with team members.
5. Build key relationships with partner agencies, local authorities and commissioners.
6. Represent TLC: Talk, Listen, Change at a range of operational domestic abuse meetings, contributing widely and creatively in discussions and presenting where appropriate. Passionately advocating for the voice of behaviour change work within the sector.
7. Publicise services by delivering presentations at meetings such as MARACs, Safeguarding meetings, Social Work Team Meetings and Community Safety Partnership events.
8. Provide high quality contract management for all connected contracts; reporting back to commissioners/funders.
9. Support the Domestic Abuse Senior Service Managers and Interim Head of Domestic Abuse to manage the development and implementation of new contracts secured.
10. Support the Domestic Abuse Senior Service Managers with recruitment and induction of new staff.
11. Perform any other duties within the general scope of this job profile or as reasonably required by the line manager

**Person Specification**

Job Title: **Domestic Abuse Services Manager**

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| **ATRRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Education, Training and Knowledge | Demonstrable knowledge and understanding of the problems and issues that are faced by people experiencing/witnessing or perpetrating domestic abuse  Knowledge and understanding of the influences on working in the context of the Domestic Abuse Sector and demonstrable ability to translate this into effective delivery and outcomes for individuals  Extensive knowledge of Safeguarding legislation and local guidance and practice.  High level of IT literacy  Confidence and proven ability of using performance data to analysis service delivery | Professional qualification in Health/Social Care/Community/  Management  Excellent knowledge and understanding of the principles of behaviour change work |
| Relevant Experience | Significant Project Management Experience including delivering effective and consistent line management support  Experience of agreeing, mobilising and managing contracts, with particular focus on monitoring and reporting procedures and performance managing contracts.  Experience of working in the domestic abuse sector  Experience in networking and working collaboratively, demonstrating an understanding of the voluntary and community sector with particular focus on the Domestic Abuse sector.  Experience of dealing with safeguarding issues | Experience in a management role in a domestic abuse setting  Experience of brokering partnership agreements with regard to the exchange of funding specifically.  Experience of promoting a service using a range of innovative and effective methods |
| Skills and Abilities | Excellent verbal and nonverbal communication skills  High level presentation skills  Ability to understand, review and contribute to strategic documents  Self-motivated and self-disciplined, able to prioritise your own work loads and that of the wider team and deliver to deadlines  Ability to collate and write reports in a range of formats  Good organisational skills and ability to work across a number of tasks and work areas |  |
| Personal Attributes and other factors | Passionate advocate for supporting people through inspirational leadership and high-quality service delivery  Self-motivated, enthusiastic attitude to provide positive leadership in a changing environment both within the department and wider organisation  Create and sustain positive relationships within the department, organisation and wider partnerships  Ability to travel independently  Ability to work flexibly  Positive and comfortable with joint working at all levels  To keep up to date with best practise, new initiatives and business opportunities in all areas relating to this role | Full driving licence with use of a vehicle |