



Role Profile

Job Title:	Recovery & Wellbeing Service Manager
Grade:	7.5
Salary:	£35,858.36
Hours:	35
Contract Type:	Permanent
Location:	Kent
Responsible to:	Director of Operations
Responsible for:	Domestic Abuse Support Workers
Committed Curiosity Connected Collaborative Compassionate	

Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

Oasis Domestic Abuse Service delivers an efficient, trauma-informed, needs-led, and risk-focused service to individuals and families affected by domestic abuse across Kent and Medway. Our support prioritises building individual resilience and is provided across a variety of settings. We offer both one-to-one and group work, and all support staff are expected to work collaboratively and demonstrate capability in integrated working within the wider social and statutory systems.

Service Managers are required to work flexibly in response to service demands. Participation in an out-of-hours on-call rota to support service users may be necessary, with appropriate remuneration provided where applicable.

Working with the mission of the organisation

Frontline roles are the reason for the charity's existence, and the holder of this post must have excellent team and communication skills (especially in working across the internal and external

systems), must have a strong understanding of the dynamics of domestic violence and abuse, and must have excellent boundaries in working within the limits of the role and be committed to ensuring that Oasis service users have excellent support. This role requires a can-do attitude in helping service users to progress on their journeys, building new lives free from violence and abuse.

Purpose of the role

The purpose of this role is to lead and manage a team of support workers who provide recovery and wellbeing support to adults and young people affected by domestic abuse, primarily those assessed as medium or standard risk using the Safelives DASH tool. This role supports clients who have been safely stepped down from high or medium risk interventions or assessed as suitable for ongoing support within the Empower Pathway.

The postholder coordinates the delivery of wellbeing activities, including wellbeing groups, and the Phoenix domestic abuse recovery programmes for both adults and young people, ensuring seamless pathways across wider Oasis services. They will develop and maintain a client advisory panel to embed meaningful client voice and co-production within the service and gather client feedback to inform continuous improvement.

In addition to managerial responsibilities, the postholder is expected to directly deliver recovery programmes and targeted wellbeing sessions, depending on client need and staff capacity. All activities and support are delivered in line with Safelives DASH and Leading Lights standards, and grounded in trauma-informed practice, to promote client safety, empowerment, and sustainable recovery as part of the step-down and safety-net service offer.

Key Responsibilities

- Lead and manage the day-to-day operation of the Recovery Pathway compliance with health and safety, fire regulations, organisational policies, and data protection standards.
- Manage, supervise, and support a team of support workers delivering recovery and wellbeing interventions to clients, including facilitating training, and development opportunities.
- Ensure delivery of evidence-based recovery programmes, including the Phoenix domestic abuse course, across adults and young people, either directly or through staff delegation, in line with client need and staff capacity.
- Develop and maintain systems for assessing client needs, safety, and progress, ensuring that all risk assessments, safety planning, practice, and record-keeping are robust, aligned with Safelives DASH and Leading Lights standards, and proportionate to the light-touch, non-intensive nature of the recovery and step-down service.
- Establish, develop, and maintain a client advisory panel and regular feedback mechanisms to embed client voice and co-production in shaping service design, delivery, and continuous improvement.
- Oversee the coordination of client referrals and ongoing support in collaboration with relevant teams and partners.
- Build and maintain strong multi-agency relationships with police, health, social care, justice, and other relevant partners to ensure coordinated and effective support for clients.

- Monitor service performance and client outcomes, using data and feedback to drive continuous quality improvement and contribute to service evaluation and reporting.
- Ensure compliance with MARAC referral processes and protocols, liaising with IDVAs and other agencies as needed.
- Manage incident reporting and safeguarding concerns, ensuring appropriate responses and escalation procedures are followed.
- Act as the Designated Safeguarding Lead (DSL) for the recovery pathway, ensuring all safeguarding concerns are promptly identified, recorded, and escalated in line with organisational policies and statutory guidance.
- Provide safeguarding advice, support, and training to staff within the service to maintain high standards of safeguarding practice.
- Liaise with statutory safeguarding partners, including children's and adult social care, police, and health services, to ensure coordinated safeguarding responses.
- Lead or support the facilitation of group recovery sessions and wellbeing activities, ensuring accessibility and inclusivity.
- Oversee accurate and confidential case records and data management, supporting staff to maintain Safelives Leading Light standards and comply with data protection regulations.
- Participate in organisational learning and development activities, including providing supporting staff wellbeing.
- Participate in the out-of-hours on-call rota for the recovery service, providing guidance and support during incidents or emergencies.
- Contribute to service funding applications, reporting, and strategic planning to sustain and develop the recovery service.
- Undertake any other reasonable duties required to ensure the smooth running and development of the recovery service.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Substantial experience of providing emotional and practical support to service users, probably acquired over a period of not less than 2 years.	Y	
Experience of working in a multi-agency setting with a willingness for partnership working	Y	
Experience of liaising with social services, police, health agencies, housing providers and voluntary organisations	Y	
Experience of facilitating wellbeing or recovery-focused group sessions		Y
Experience of involving clients in co-production or client advisory roles		Y
2. Knowledge & Qualifications		
Advanced theoretical, practical and procedural knowledge regarding the issues surrounding the impact of domestic abuse and sexual violence victims and their families and the civil and criminal justice remedies relating to domestic and sexual violence.	Y	
SafeLives trained and/or WAFE trained		Y
Knowledge of when to refer, coupled with the ability to understand complex needs such as substance misuse and mental health issues.	Y	
Knowledge of child protection issues and legal responsibilities	Y	
Knowledge of undertaking risk assessments and designing safety plans	Y	
Knowledge and understanding of the remits of the relevant statutory and voluntary agencies	Y	
A recognised social work, counseling or related qualification		Y
Knowledge of wellbeing interventions and recovery models, including trauma-informed practice	Y	
Knowledge of client involvement principles, co-production, and feedback mechanisms		Y
Formal training in group facilitation or therapeutic group interventions		Y
3. Capabilities & skills		
Strong organisational skills to coordinate multiple recovery and wellbeing programmes across the service, ensuring seamless, accessible, and trauma-informed delivery in line with organisational values.	Y	
Skilled in leading and supporting staff to deliver high-quality group recovery and wellbeing sessions, ensuring consistency, accessibility, and inclusivity across adult and young people's services		Y
Ability to develop, maintain, and champion client advisory panels or similar forums to embed client involvement and co-production in service design, delivery, and continuous improvement		Y

Skilled in overseeing and assuring the quality, consistency, and compliance of client assessments and safety planning carried out by staff, with a sound understanding of risk management and sector best practice.	Y	
Understanding of motivational interviewing and brief therapeutic approaches to effectively supervise and coach frontline staff delivering these interventions.		Y
A methodical and well-organised approach to managing workloads, with the ability to remain calm and solution-focused under pressure and work independently using initiative.	Y	
Excellent interpersonal and communication skills, with the ability to influence, negotiate, and build strong working relationships internally and externally across multi-agency partnerships.	Y	
Ability to lead and support the team in managing crisis situations confidently, using a problem-solving and outcome-focused approach to ensure effective safeguarding and client support.	Y	
Commitment to promoting a respectful, non-judgmental, and empowering culture within the team, ensuring professional boundaries and trauma-informed, client-centred practice.	Y	
Ability to work effectively within a line management structure, providing clear leadership, supervision, guidance, and performance management to team members.	Y	
Strong administrative and digital skills, including the ability to maintain accurate records and utilise case management systems in compliance with data protection and quality standards.	Y	
4. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to own vehicle	Y	
Willingness to participate in ongoing professional development, including training on recovery, trauma, and client involvement	Y	

