



Role Profile

Job Title:	Safe in Medway Service Manager – Hybrid Working		
Grade:	7.5		
Salary:	£32,016.40 per annum		
Hours:	35 hours per week		
Contract Type:	Permanent		
Responsible to:	Operations Manager		
Responsible for:	Safe in Medway Team		
Committed	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.

We offer a range of services across Kent & Medway to women, children and men. We take a whole family approach to the issue of domestic abuse and we have developed guiding principles that shape the way we work. Our vision, mission and values define our approach, focus our work and help us achieve our objectives. Our competency framework assists us in working to the best of our ability.

Working with the mission of the organisation

Changing the causes and consequences of violence and abuse in families and communities is the fundamental purpose of the organization. Our teams have developed a range of services and approaches which allow them to work with adults & young people who will benefit from more knowledge, enhanced protective factors and better communication skills. Their needs are not always issue specific and we ask our team to be person-centered, trauma-informed and have a wide range of skills and knowledge and be able to work effectively as part of the internal and external systems. This role requires a can-do attitude in helping service users to resolve their day-to-day issues, and in appreciating the pressure in their lives.

Competency

Staff at Oasis have a commitment to and optimistic approach with the emotional support and development of their client group. They are reflective about their practice and able to use techniques to keep their work sound and safe for both them and the client.

The organization utilizes a competency framework to enable the development of competent and emotionally intelligent behaviors. All staff are expected to engage with personal learning through the use of this framework. A summary is attached at the end of this role description.

Purpose of the role

To provide team leadership for the Safe in Medway service across Medway which provides proactive services to adults deemed to be at high risk of harm, and consequently being housed in safe accommodation in Medway. Working with Leading Lights best practice and a skilled and innovative approach to making families safe in dispersed accommodation.

All senior staff at Oasis are expected to participate in an out of hours' third tier on call service in support of out of hours' processes for both accommodation based and IDVA services, for which an enhancement will be paid.

Key responsibilities

1. To oversee the delivery of risk-informed Leading Lights level interventions in line with policy and practice for safe accommodation clients with consultation across the team and between teams as necessary.
2. To participate in recruitment coordination, interviews, and the induction of new members of staff.
3. To manage the referrals and allocation system within the team, undertaking initial and ongoing assessments of service users where the individual services require these.
4. To line and case manage staff in line with H.R policies and best practice requirements.
5. To ensure that data, impact and case studies are captured by the team for ease of reporting.
6. To represent the work of the team at external and internal events as required.
7. To be assured that service users are satisfied with their support, and have the opportunity to participate in co-creation, feedback and development.
8. To participate in project groups for the development of services within the team, undertaking development duties and research as required.
9. To listen to staff's concerns directing them either to policy for support or the HR manager.

10. Remain up to date and compliant with all organisational policies and procedures and professional codes of conduct in order to uphold standards of best practice.
11. To undertake the investigations of complaints, confirming and devising a final action plan.
12. To perform administrative duties as required by the role, maintaining and updating records of all cases, whilst ensuring that data capture and analysis is effective and appropriate.
13. To ensure the proper and effective management of the database system for accurate and timely reporting through the use of dip sampling tools and reviews, ensuring that these are fed back to team members for practice development.
14. To contribute to the development of practice toolkits.
15. To challenge any poor practice observed immediately, role modelling good practice and competent behaviours.
16. To celebrate successes both with individuals and collectively, to generate team motivation.
17. To ensure that the principles of a learning organisation are applied by ensuring that opportunities for learning and system reviews are harnessed and used in the organisation/ team.
18. To engage positively with clinical supervision and ensure that all staff relevant are engaged in this process.
19. Risk assess and safety plan with service users and deliver service in keeping with the results of these.
20. Support the empowerment of service users and assist them in recognising the dynamics of domestic/ sexual violence. To organise and facilitate group working, drop in and support group services for service users.
21. Note and feed back to other agencies any consistent difficulties services are experiencing in accessing their services.
22. Work within a strict framework of confidentiality and safeguarding. Understand the legal framework relating to the protection of children and adults.
23. To participate in awareness-raising campaigns, training, domestic abuse forums, one stop shops and other multi-agency/ co-location needs as required.
24. To carry a caseload/ or undertake service delivery by agreement with the Operations Manager.
25. To perform other reasonable tasks as identified by the organisation.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we will expect to revise this role specification from time to time and will consult with the post holder at the appropriate time.

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		
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	
Experience of working in the housing landscape with knowledge of options for housing and support for those who are homeless	Y	
2. Knowledge & Qualifications		
Knowledge and understanding of the remits of the relevant statutory and voluntary agencies.	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 and adult protection issues and legal responsibilities.	Y	
Knowledge of undertaking risk assessments and designing safety plans.	Y	
3. Skills and abilities		
A methodical and well organised approach to workload and an ability to work within a stressful environment and be able to work on own initiative with minimal supervision.	Y	
Excellent interpersonal and communication skills, able to communicate effectively both orally and in writing. Able to work effectively within a team setting.	Y	
An ability to manage crisis situations calmly and with a problem-solving approach. Excellent advisory, guidance, negotiation, and persuasive skills in order to influence outcomes for service users.	Y	
An ability to develop a trusting and confidential relationship with abused service users and interpret assessments in order to support a safety plan.	Y	
To be respectful, non-judgmental, non-directive and confidential in supporting service users. To encourage service users to take control of their lives and set realistic objectives and goals. Ability to communicate effectively with service users whilst maintaining professional boundaries.	Y	
Ability to work within a line management structure.	Y	
Good administrative skills.	Y	
Computer literate and able to maintain accurate records.		Y
4. Values, attitudes & personal style		
Self-Awareness: recognizing own emotions, strengths and limits, being self-confident	Y	
Self-Regulation: having self-control, honesty, accountability, flexibility and being welcoming of new ideas.	Y	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work with group/ team dynamics.	Y	
Social skills: able to influence, convincing and adult communication, inspiring messages, able to drive change, nurturing of instrumental relationships, working together on shared goals and able to create group synergy.	Y	

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication/ Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership

Personal Skills determine how we manage ourselves	Self-awareness knowing one's internal states, preferences, resources and intuitions	Emotional Awareness	Recognising one’s emotions and their effects
		Accurate Self-Assessment	Knowing one’s strengths and limits
		Self-confidence	A strong sense of one’s self worth and capabilities
	Self-regulation managing one's internal states, impulses and resources	Self-Control	Keeping disruptive emotions and impulse in check
		Trustworthiness	Maintaining standards of honesty and integrity
		Conscientiousness	Taking responsibility for personal performance
		Adaptability	Flexibility in handling change
		Innovation	Being comfortable with novel ideas, approaches and new information
	Motivation emotional tendencies that guide or facilitate reaching goals	Drive	Striving to improve or meet a standard excellence
		Commitment	Aligning with the goals of the organisation
		Initiative	Readiness to act on opportunities
		Optimism	Persistence in pursuing goals despite obstacles and setbacks
Social Skills determine how we handle relationships	Empathy awareness of others' feelings, needs and concerns	Understanding Others	Sensing others’ feelings and perspectives, and taking an active interest in their concerns
		Developing Others	Sensing others’ development needs and bolstering their abilities
		Task Focus	Anticipating, recognising and meeting client needs
		Cultivating Diversity	Cultivating opportunities through different kinds of people
		Political Awareness	Reading a group’s emotional currents and power relationships
	Social Skills adeptness at inducing desirable responses in others	Influence	Wielding effective tactics for persuasion
		Communication	Listening openly and sending convincing messages
		Conflict Management	Negotiating and resolving disagreements
		Leadership	Inspiring and guiding individuals and groups
		Change Catalyst	Initiating or managing change
		Building Bonds	Nurturing instrumental relationships
		Collaboration & Cooperation	Working with others towards shared goals
		Team Capabilities	Creating group synergy in pursuing collective goals