



Role Profile

Job Title:	Outreach Service Manager North Kent & Medway			
Grade:	7.5			
Salary:	£35,857			
Hours:	35			
Contract Type:	Permanent			
Location:	Kent			
Responsible to:	Head Of Operations			
Responsible for:	Outreach Services			
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:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support colleagues are expected to be capable of integrated working in the wider social system.

Colleagues are expected to work flexibly as needed by service demands, this includes evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

The key purpose of all Oasis frontline work is to enhance the safety of individuals and children in their homes and communities whilst, enabling service users to address their individual needs. The service aims to enable victims to discuss issues relating to their experiences freely and without judgement. They will be supported in whatever decisions they make and be assisted in accessing other agencies as appropriate to their individual circumstances and wishes, through a needs-led, risk-focused approach.

Purpose of the role:

An Outreach Service Manager in the domestic abuse field for Oasis plays a crucial role in supporting victims and coordinating services to ensure their safety and well-being.

This role will manage and coordinate the outreach team whose work is focused on supporting those living in the community and assessed as being at medium risk, ensuring that victims receive timely and appropriate support that will include, but is not limited to, considering risk, safety planning, housing, legal and financial matters, which are tailored to meet their clients' needs.

To nurture and develop and maintain relationships with community organisations, law enforcement, and other stakeholders to create a network of support for victims.

To provide training and resources to colleagues and volunteers on best practices in supporting domestic abuse victims, ensuring a trauma-informed approach.

Raising awareness about domestic abuse and advocating for the rights and needs of victims within the community and with policymakers.

In collaboration with the wider team, you will support the design and implementation of programs aimed at preventing domestic abuse and supporting victims, often tailoring these programs to meet the specific needs of your community base.

We will need you to respond to emergency situations and provide immediate support to victims, ensuring their safety and connecting them with necessary resources.

This role is vital in creating a supportive environment for victims of domestic abuse, helping them to rebuild their lives and promoting long-term safety and well-being.

Outreach Service Manager– North Kent & Medway – Hybrid

Key Responsibilities:

Operational Delivery

- Work with the Head Of Operations to oversee, manage, and coordinate Oasis' services for all who have experienced violence, abuse, exploitation, and/or displacement, ensuring a trauma-informed approach is embedded across all Oasis services.
- Promote a positive, inclusive culture, underpinned by our organisational values of commitment, connection, curiosity, collaboration, and compassion.
- Ensure clients have a clear understanding of the Oasis services available to them and can access Oasis services that might benefit them.
- Organise and facilitate area meetings that regularly review any Oasis safeguarding issues and work alongside other service managers to ensure that relevant learning is shared across all teams.
- Ensure that clients are offered all appropriate services, both internally and externally, and discuss approaches to working with specific clients.
- Work as part of the Service Management team to identify gaps in the provision of services and suggest appropriate responses to address these, ensuring the voices of those we support are heard and addressed.
- Maintain and build relationships with external stakeholders, taking advantage of opportunities for new projects and partnerships that would benefit the vision, mission, and values of Oasis.

Safeguarding Children & Adults

- Act as the Oasis Designated Safeguarding Officer / Lead (DSO / DSL), ensuring we provide a duty of care to the clients we support and that relevant information is shared appropriately with other organisations. Support will be provided by other Oasis Designated Safeguarding Leads (DSL) and the Safeguarding Lead Manager.
- Ensure your team remains in line with recruitment safeguarding rules that all new colleagues should provide two references and obtain an up-to-date DBS before starting with Oasis.
- To ensure that colleagues are committed to safeguarding children and adults in line with Oasis policy and procedure and ensure the team has regularly completed their safeguarding training.
- To ensure that colleagues fulfill their duties in protecting themselves, other colleagues, and clients from any form of harm when they are vulnerable, in line with Oasis Procedures.

Service Utilisation

- To ensure that appropriate processes are in place for the referral and assessment of client's needs
- To oversee referrals ensuring that they meet the criteria and service specification and that referral agencies are aware of the project and its selection criteria.
- To ensure that regular case review is completed for all clients, as per Safe Lives practice, ensuring that clients are supported based on risk and need and closed in a timely manner.

Partnership Working

- To demonstrate effective multi-agency working - which benefits both Oasis and our clients
- To ensure that Oasis is represented at all relevant local meetings and forums, advocating on behalf of current and future accommodation clients
- To work alongside other service managers to ensure that Oasis is well represented across Kent and Medway, education others on the risks and impact of domestic abuse and sharing the importance of the work that Oasis does.
- To consider any funding streams or opportunities that may result in enhancement of Oasis service provision or partnership working.
- To work effectively with Oasis colleagues in other teams to ensure best practice is identified and shared.

People Management

- Lead, manage, and supervise a frontline colleague team, providing services to our clients, creating a supportive, collaborative team and organisational culture, ensuring regular team meetings happen and that colleagues have access to training, reflective practice, and any other support opportunities.
- Oversee, manage, and take responsibility for the HR of the frontline service team, with the support of the HR department, including managing absences and holidays effectively.
- Induct new colleagues into the team following a 12-week service-specific plan to ensure collaboration and support are provided throughout the one-year probationary period.
- Ensure colleagues have a clear vision and direction for every project/funding, with clearly defined aims, objectives, and ways of demonstrating the outcomes and impact it achieves. These should be set during annual reviews and regularly reviewed to keep in line with best practices.
- Attend succession planning meetings

- Oversee and manage the volunteers within your team, including supporting frontline colleagues who are buddies for the volunteers in various project settings, ensuring regular Individual Development Plans are in place.
- Be responsible for any external partnership learning opportunities, such as social work student and police probationer placements.

Inclusion & Participation

- To promote inclusion and to ensure that colleagues are offering support and guidance around Digital Inclusion, income maximisation, social activities, education and training, and health improvement.
- To encourage and facilitate user participation and feedback on the service through a variety of means and to ensure that the information captured results in change and service improvements.
- To ensure that colleagues are working actively with clients, and engaging with activities available within EK/NK and the wider community.

Risk and Health & Safety Management

- Be responsible for the appropriate management of client, visitor, and occupational health-related risks
- To ensure that all clients have an up to date DASH RIC and needs assessment and their associate support plan considers the risk to the client, any children and associated family members.
- Manage and mitigate any risk to any internal and external colleagues, volunteers and the general public.
- To ensure that colleagues undertake necessary risk management training and understand their responsibilities within Oasis' procedural framework.
- To ensure that the lone working policy is adhered to, acting as the point of contact for lone working when necessary, ensuring the team uses the safe calendar, attaches relevant risk assessments, and that the colleague has arrived and left their client call safely.
- To ensure the safety of yourself and colleagues through an understanding of Oasis' Health and Safety procedural framework and safe working practice.
- To ensure that colleagues and volunteers are aware of and fulfill their responsibilities within Oasis' Health and Safety procedural framework, have completed the required training, and adhere to organisational policy and procedure at all times.

Information Security & Data Protection

- To comply with and ensure that colleagues comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.
- Ensure colleagues have received their annual training and any upskills needed such as GDPR, Lone Working etc.

Monitoring & Evaluation

- Effectively oversee and manage the monitoring and evaluation work, ensuring all colleagues keep up-to-date records.
- Lead the development of the organisation's monitoring and evaluation requirements including the implementation of an effective OT system, considering the needs of funders, the organisation, and the clients we support.
- Collect accurate data through the service teams and the use of OT to build and produce the reports on their service to feedback to commissioners at the relevant meetings. Evaluate, monitor and manage any trends highlighted.

- Collecting quarterly high-quality, accurate, good news stories and feedback to be included in the commissioner reports
- Ensure that all colleagues within their service team, including themselves attend data collection / OT and case study training
- Ensure that monthly Case file audits are completed to ensure that the service is working to Leading Lights standards.
- To manage any complaints relating to the service and where required, other services within the organisation.

Finance

- Assist the Head Of Finance in preparing budgets for your services, monitor service income and expenditure, and ensure budget holders manage their budgets in line with Oasis' financial procedures.
- Manage and review the training budget throughout the year, within your service, and across the organisation to ensure colleagues are skilled in relevant areas to support the clients.
- Manage and review welfare budgets for clients for items such as food, bedding, clothing, etc.
- Review and approve expenses for colleagues, following finance guidelines

Community

- To participate with your team in at least two volunteering days across the one financial year, to build external relationships, build team morale, and have a better understanding of other support services and their current needs.
- To provide peer support programs within your geographical area
- To participate in Phoenix Training and delivery to reach the requirements of our commissioners.
- To ensure all colleagues are attending the one-stop shop and supporting the helpline on a fair rota system.
- To organise the attendance of local and county wide events aimed at the support of the wider community.
- To manage any co location of your team within localised any hubs and services

Other

- Participate in regular training and supervision as required for yourself and your team
- Undertake other tasks as are deemed reasonable for the role
- Participation in both colleague and commissioners meetings, occasionally, in board meetings including away days which are appropriate and relevant for the role
- Ensure the charity is presented appropriately and professionally to all its stakeholders
- Participate in the on-call Rota.

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 expect to revise this role specification from time to time and consult with the postholder 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		
<ul style="list-style-type: none"> Experience of 3-5 years working in the Domestic Abuse field Experience working with clients who have experienced violence, exploitation, abuse or displacement and/or multiple-disadvantage. Experience in developing and managing a frontline service that delivers a range of programs, activities, support, and advocacy Experience managing a colleague team including work planning, performance management, training, and development Thorough understanding of up-to-date safeguarding and risk management practices Experience managing budgets and control of operational expenses Experience developing partnerships working with a range of organisations Experience working with volunteers or managing colleagues to support volunteers Experience of working with a case management and outcomes measurement system, including the ability to interrogate and manage data trends. Direct experience working with survivors of domestic abuse is highly valuable. This could include roles such as a support worker, case manager, or similar positions where you provided direct support to victims Proven experience in a managerial or supervisory role, where you have led teams, managed budgets, and developed services. This includes experience in staff training and development Experience working with various agencies, such as local authorities, healthcare providers, and law enforcement, to coordinate support for survivors 	X X X X X X	X
2. Knowledge & Qualifications		
<ul style="list-style-type: none"> IDVA qualified / Safe Lives Manager trained and up to date certification (or Women's Aid equivalent) Knowledge of psychologically informed practice and trauma-informed care Thorough understanding of up-to-date safeguarding and risk management practices DSO or DSL trained and up to date certification Commitment to ongoing training and development, such as attending courses on trauma-informed care and safeguarding 		X X X
3. Capabilities & skills		
<ul style="list-style-type: none"> Ability to maintain professional boundaries with professionals, colleagues, volunteers, and clients using our services at all times 	X	

<ul style="list-style-type: none"> • Ability to lead a team through change • Ability to communicate effectively, empowering, inspiring, and motivating the team • Ability to adapt to change, balance competing demands, and work under pressure • Employ a flexible, empathetic, and non-judgmental attitude toward those we support • Empathy with colleagues and volunteers who themselves may have lived-experience • Strong team player who earns respect but creates an equitable community culture • Committed to Oasis' mission and values • High level of IT literacy, particularly in relation to managing a databases/ OT, and the use of Email, Excel, and Word. • Ability to write succinct and effective reports outlining service delivery performance, issues, risks, and ideas for improvements and feed back to commissioners 	X X X X X X X X	X
4. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	X	
Evidence of qualifications listed on the application form	X	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	X	

