



Job Description

- Job title:** Service Manager
- Location:** Bradford
- Hours:** 30 hours per week
- Grade:** Grade 4 Point 29 - 33
- Service:** Survive and Thrive
- Reports to:** Operational Manager

Main purpose:

To lead on the development and delivery of a Trauma Informed Service for children who have experienced domestic abuse as part of the new Multi-Agency Survive and Thrive Domestic Abuse and Sexual Violence Service.

The post holder will work with Survive and Thrive partners to ensure the development and delivery of an holistic, evidence-based Domestic Abuse and Sexual Violence Service that will meet the needs of service users across the Bradford District. The post holder will be responsible for service planning and development, managing and developing staff, leading on referral allocation, assessment and triage, creating referral pathways between services, monitoring and evidencing impact.

Principal Accountabilities:

1. Establish and lead triage/allocation meetings. Explore hypotheses and agree interventions in discussion with the staff team and families. Oversee the assessment process.
2. Provide reflective supervision for all staff, offering individual and group supervision, encouraging a culture of shared learning and reflective practice.
3. Ensure all staff are trained and supported to work in an evidence based, outcomes focussed way and that evidence based outcomes measuring tools are embedded within practice.



4. Meet regularly with Survive and Thrive partners in order to ensure the development of an holistic evidenced based DASV service across the Bradford District.
5. Work closely with Staying Put Refuge and Accommodation Managers to ensure children in refuge are appropriately supported in line with different age and developmental needs.
6. Support Staff to attend multi agency meetings including child in need meetings, case conferences and safeguarding reviews where appropriate.
7. Lead on the development of performance/case management and reporting systems for the service.
8. Contribute to commissioning meetings and provide well written monitoring reports that evidence impact.
9. Work with Survive and Thrive Partners and commissioners to devise and implement effective pathways between different elements of the service.
10. Quality assure work through case file and group work audits.
11. Consult with service users and incorporate their views within service development.
12. Ensure all work is carried out to Family Action minimum standards and is designed and delivered to maximise agreed outcomes.
13. Ensure that children receive holistic support that is appropriate to their needs, including sign posting to other services for additional support.
14. Ensure that all assigned work adheres to Family Actions Safeguarding Policy and ensure local SGB procedures are followed in the event of any child protection issues or concerns.
15. Take responsibility for accessing supervision and responding to any case or service decisions effectively, recording all decisions and ensuring that confidentiality and professional boundaries are maintained at all times.



16. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect the health, safety and welfare of themselves and others.

17. Comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the Principles of these policies amongst colleagues, service users and other members of the community.

18. Promote a positive image of Family Action, representing the organisation in order to increase professional and public awareness of the organisation's work and of the views and needs of service users.

19. Represent Family Action in relevant external and internal service related forums, participating in task groups, skill sets and service development groups.

20. Adhere to Family Action's values which underpin Family Action's mission of 'building stronger families' by:
 - a. Being people focused
 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services

Person Specification



Person Specification Service Manager

1. Qualified to degree level with professional qualification in social work, therapy or mental health.
2. Experience leading a team of practitioners, bringing them on board with service vision.
3. Experience of trauma informed practice and working systemically with families and teams.
4. Experience of leading on triage and assessment
5. Experience of outcomes focused planning and embedding evidence based practice within a service.
6. Understanding of the impact of domestic abuse on children and families.
7. Ability to communicate effectively and develop relationships with professionals working with children and families in statutory and voluntary agencies. Experience of participation in multi-agency planning and ability to work effectively with the system around the child.
8. Experience of working strategically with commissioners and partner agencies to develop services.
9. Ability to oversee the setting up and maintaining of electronic performance management systems.
10. Excellent written and oral presentation skills, with ability to keep concise and accurate records and produce informative well written reports that evidence impact.
11. Experience of overseeing compliance with health and safety principles, policies and procedures (within the context of service provision) and the ability to comply with Family Action's Health and Safety policy.
12. Demonstrate a working knowledge of child and adult Safeguarding protocols and procedures and ability to assess risk and manage appropriate response to



concerns.

13. The ability to work autonomously and to plan, prioritise work under pressure and be flexible to meet the needs of service users.
14. Knowledge and skills in the use of IT including the ability to use Microsoft packages e.g. excel, outlook.
15. Adhere to Family Action's values which underpin Family Action's mission of 'building stronger families' by:
 - a. Being people focused
 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services
16. The ability to work flexibly as required with an expectation of some occasional out of hours work and travel.

Desirable:

1. MSc in systemic Psychotherapy/ attachment based Therapy.