



JOB DESCRIPTION

Job title: Service Manager

Service: PARCS

Salary: Grade 4 Point 29 – 33

Hours: 37 hours per week

Location: Portsmouth

Responsible to: Family Action's Operational Managers and PARCS's Board of Trustees (depending on merger status)

Function: To be responsible for overall leadership and day-to-day management ensuring the service is delivered in accordance with the service level agreements and funding requirements. This will involve maintaining and developing the strategic direction, delivering key performance targets and leading the development and enhancement of the service to ensure future sustainability.

Summary of job:

To lead on the development and delivery of a systemic, trauma Informed Service for adults and young people promoting healthy relationships and alleviating the physical, emotional and psychological distress associated with interpersonal trauma including rape and sexual abuse/exploitation. The post holder will have considerable management experience, an excellent track record of working with domestic abuse, sexual violence and an ability to demonstrate knowledge of trauma informed, and attachment based approaches.

You will be a systemic thinker, working with PARCs partners to ensure the development and delivery of a systemic, evidence-based domestic abuse and sexual violence service that will meet the needs of users across Portsmouth and the Southeast.

You will lead all aspects of PARCS as it maintains and explores new service directions and partnerships. You will be responsible for leading on service planning, delivery and evaluation, developing new elements of delivery and managing a cohort of staff. You will lead on the completion of quarterly monitoring returns with support from our data officer, and attend meetings with service commissioners presenting information to evidence contract compliance and impact. As a budget holder, you will oversee service finances, setting your own budget and monitoring expenditure.

Working in collaboration with the Operational Manager to maintain, develop and deliver a portfolio of counselling, and group work services where all service users are supported with sensitivity and



treated as individuals. The Service Manager will be committed



to equal opportunities and equality of

access and ensure that service users' are treated with dignity and their specific individual needs are prioritised in order to improve their ' sense of wellbeing.

We are seeking someone to build upon our work, long standing quality reputation and who has the knowledge and understanding of the traumatic impact of rape, sexual abuse, and domestic violence on the individual and the wider community as a whole. We need someone with this expert knowledge coupled with energy, vision and leadership qualities to take the Service into its next period of change and growth.

Key tasks and responsibilities:

1. To oversee the delivery and day-to-day management of the service ensuring sound financial management.
2. To provide direct line management and oversight of the leadership team within the service, ensuring all employees receive adequate supervision, direction and opportunities for development.
3. Provide leadership for a diverse staff team, holding regular team meetings and team development sessions.
4. Ensure that staff are trained and supported to deliver systemic, evidence based, outcomes focussed work, and that evidence based outcomes measuring tools are embedded within practice.
5. In liaison with the Human Resources Department to carry out recruitment, selection, induction, supervision, appraisal, development, and, when necessary, the discipline of staff and volunteers to ensure that appropriate resources are maintained at all times.
6. To maintain an overview of the work with clients and the performance of all PARCS services and encourage positive and inclusive stakeholder engagement from all sections of the community internally and externally.



7. To map local need and trends, analyse



Building stronger families

data and research to inform reports and proposals to support decision-making or potential projects or services for future funding.

8. To chair and lead regular team meetings in order to maintain good communication within the service and to provide a forum to share concerns, experience and skills.

9. Meet regularly with PARCS / Family Actions partners, stakeholders and service users, in order to ensure the continuation of development of an holistic evidenced based Sexual & Domestic Abuse service across Portsmouth and the South East.

10. Work closely with external partners, for example, Refuges and Accommodation Managers, Rape crisis centre has to ensure service users are appropriately supported throughout their intervention.

11. Lead on the development of new aspects of service delivery in partnership with PARCs/Family Actions stakeholders, service users and local commissioners.

12. Support staff to attend multi agency meetings including child in need meetings, case conferences and safeguarding reviews, court hearings, police meetings where appropriate.

13. Lead on the completion of quarterly monitoring returns, represent the Service at regular commissioning meetings and provide well-written monitoring reports that evidence impact.

14. Work with commissioners to devise and implement robust pathways between different elements of the service and with external agencies.

15. To work collaboratively with stakeholders to raise the profile of the service and represent, maintain and build upon the PARCs/Family-Actions' reputation externally

16. To work across organisational boundaries with Fundraising and Business Development teams to seek out and secure additional funding opportunities, where applicable.



17.
Contribute
to the



development of a robust management team across the Family Action Services, working with colleagues to share skills and provide peer support.

18. Quality assure work by carrying out monthly case file audits.

19. Lead on budget setting and oversee monthly management accounts.

20. Ensure effective consultation with service users and incorporate their views within service development.

21. Ensure that service users receive holistic trauma informed support that is appropriate to their needs, including support for parents to access other services for additional support.

22. Implement PARCs & Family-Actions Equality & Diversity Policy and 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.

23. Comply with PARCS's & Family Actions Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

24. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

25. To ensure you have an understanding (appropriate to your role) of, and comply with PARCs & Family Actions procedures for promoting and safeguarding the welfare of children and vulnerable adults.

26. 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.

27. Promote a positive image of PARCs & 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.



28.
Represent
PARCs &
Family
Action in



relevant external and internal service related forums, participating in task groups and service development groups.

29. 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: Service Manager

Education, Qualifications and Background

1.	Qualified or working towards a degree level with a professional qualification in social work, mental health or a diploma or MSc in counselling/therapy. Proven experience of continuous improvement of services for service users in partnership a wide range of partners, alongside a genuine commitment to your own professional development.
2.	Significant demonstrable experience of managing a similar support service, including Budget Management, providing intervention and prevention based services; whilst achieving contractual KPI's, which overall improve the lives of service users.

Abilities and Skills

3.	Excellent knowledge and understanding of the traumatic impact of rape, sexual abuse, and domestic violence on the individual and the wider community as a whole.
4.	Substantial management experience of supervising staff & volunteers, bringing them on board with service vision, providing effective leadership, managing conflict and using negotiation skills as required.
5.	Experience of developing trauma informed practice and working systemically with families and teams.
6.	Professional credibility to influence individuals and groups through the provision of advice and guidance, negotiation and training, with proven commitment to reflective practice.
7.	Knowledge and understanding of how to create and sustain and inspiring learning environment culture and effective individual and group development practices such as mentoring, coaching, work shadowing
8.	Experience of managing cases with a high level of safeguarding. With the ability to demonstrate a working knowledge of child and adult Safeguarding protocols and procedures and ability to assess risk and manage appropriate response to concerns.
9.	Proven knowledge of evidenced based outcome work with service users, alongside robust safeguarding and risk management experience.

10.	An excellent understanding of the impact of domestic abuse on children and families, including knowledge of trauma informed/systemic approaches to working with Domestic Abuse.
11.	Excellent knowledge understanding of the principles of reflective practice and evaluation and experience of providing high quality supervision.
12.	Proven ability and commitment to evaluate and review service outcomes in order to deliver the most effective services to the community.
13.	The ability to communicate clearly and professionally through a variety of mediums with parents/carers, children, staff and professionals demonstrating excellent verbal, listening and presentation skills, including IT skills.
14.	Excellent multiagency partnership working with the skills to build relevant, trustworthy and professional internal and external relationships with service users and stakeholders.
15.	Demonstrable experience of change management and a dynamic approach to developing the service.
16.	Proactive and positive attitude and a willingness to work flexibly to cover unforeseen demands, and deadlines, to meet the needs of the service.
17.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ul style="list-style-type: none"> 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