



The Women's Centre Cornwall

JOB DESCRIPTION

TITLE OF POST: SUPPORT SERVICE MANAGER

RESPONSIBLE TO: Head of Services

RESPONSIBLE FOR: Team Leaders and Coordinators

HOURS: 37 hrs a week

SALARY: £32,692 - £36,941 per annum

BASE: Bodmin with some local travel and occasional regional and national travel

GENERAL

The Women's Centre Cornwall is a charity with over 30 years' experience supporting women and girls living with the impact of domestic and sexual abuse. Growing from its early roots as a Rape Crisis Centre, it is now an innovative, award-winning feminist organisation providing a wide range of services for women and girls in our communities.

Our work with survivors of sexual and domestic violence is our core specialism, underpinned by our belief that there can be no real gender equality without a complete cessation of violence against women. Alongside this, we provide a range of community-based services across Cornwall and support women with experience of the criminal justice system across Cornwall, Devon, Dorset and HMP Eastwood Park.

As Lead Partner for key services including the Oak Sexual Violence Service, Cornwall Independent Domestic Violence Advocate (IDVA) service and Devon and Cornwall Independent Sexual Violence Advisor (ISVA) service, we work with a number of trusted partners to ensure that people of all genders, ages and backgrounds can access appropriate, high-quality support.

Our work is rooted in feminist principles, with a strong focus on empowerment, equity, inclusion and belonging.

PURPOSE

TWCC's Specialist Support service provides a wide range of responsive services to meet the needs of women and girls who have experienced sexual and/or domestic abuse. The post holder will oversee the continued development of our core services of one-to-one and groupwork specialist support, trauma stabilisation, helpline, peer support and online survivor's forum Campfire. This will involve nurturing the team of Coordinators and Team Leaders to provide creative approaches to delivering best outcomes for survivors and working with the wider management team to identify and implement innovative solutions. Ensuring accurate and timely

data and outcomes collection across the services, the post-holder will ensure that the service develops in line with the current needs of women and girls.

The post-holder will oversee the training and development of the staff and volunteer team, many of whom have lived experience.

An appetite for change and continuous improvement balanced by a high level of emotional intelligence and a deep understanding of male violence and its impact upon women and girls are key requirements for this role.

RESPONSIBILITIES

- Ensure that all women accessing TWCC Specialist Support Service receive a high quality, trauma informed service that meets their needs.
- Leading effective partnership working including referral pathways and managing sub-contractors and working with lead partners.
- To work closely with the Finance Manager and Head of Services to manage multiple funding streams.
- Build and lead an effective and motivated team, promoting a culture of empowerment, continuous improvement and trauma-informed care.
- Review and develop entry points to the service and systems and processes to ensure that women and girls access the right support at the right time.
- Join the internal Training team and deliver in-house and external training, both accredited and non-accredited.
- Oversee effective management of any waiting lists and interim support.
- Act as a Safeguarding Lead for the organisation, leading on Safeguarding compliance amongst the Support Services team, take safeguarding decision and support Team Leaders and Coordinators in safeguarding situations as well other members of the organisation.
- Work within TWCC guidelines to ensure the trauma informed support services are safe, effective, responsive and ethical for all women accessing support services.
- To ensure equitable access to the range of services offered across Cornwall.
- Support continued development of a positive data culture within the organisation, ensuring data collection is of a high standard across the projects and matches the requirements of funders and commissioners.
- Completion of internal and external reports including narratives, case studies and data analysis.
- Working closely with the CEO and Development Manager to identify and secure additional funding.
- Leading service and intervention implementations and transformations, scaling up or down as required.
- Working closely with Monitoring, Evaluation and Impact Manager to fully analyse the effectiveness of interventions for different cohorts of women and girls in line with our commitment to Equity, Diversity, Inclusion and Belonging (EDIB).
- To represent the organisation at meetings, events and conferences delivering presentations and media interviews as required.
- To champion Lived Experience voices within the Specialist Support Service and ensure the continued development of comprehensive progression pathways for women and girls with lived experience.

- To lead on specific areas of service and intervention development as agreed with Senior Management.
- Ensure good communications across support service team, working with Team Leaders and Coordinators to hold regular meetings and reflective practice sessions and to find a system that ensures all team members are included.
- Leading on implementation of agreed annual service development plans within the service including EDIB objectives.
- Ensure that the shared ethos and values of TWCC are clearly understood and that the team works within the policies and procedures of the organisation to achieve consistent quality of delivery and to meet all targets and standards required.
- Represent the service at key operational and strategic meetings, locally, regionally and nationally.
- Develop and maintain strong and effective working relationships with key external stakeholders.
- Ensuring that the service upholds very high standards of confidentiality and is fully compliant with all GDPR requirements.
- To undertake TWCC induction training programme.
- To work at all times within the policies, procedures and ethos of TWCC.
- To participate in regular line management and external supervision.
- To attend Team Meetings and Professional Development Days.

TWCC values diversity and welcomes applicants from all sections of the community, especially from groups with a protected characteristic such as black and minoritised women, who are currently under-represented at TWCC.

Our premises are fully wheelchair accessible.

This post is open to women only in accordance with the Equality Act 2010, Schedule 9, Part 1.

PERSON SPECIFICATION

	Essential/ Desirable	Assessment Method
Qualifications		
<ul style="list-style-type: none"> • Training in a trauma informed approach to working practices. 	Essential	Application
<ul style="list-style-type: none"> • A professional qualification: therapeutic, mental health, social work etc. 	Desirable	Application
<ul style="list-style-type: none"> • Accredited Domestic violence/sexual violence training. 	Desirable	Application
Experience		
<ul style="list-style-type: none"> • 2yrs experience of managing a team, ideally frontline staff carrying caseloads. 	Essential	Application/ Interview

<ul style="list-style-type: none"> • Experience of supporting and implementing organisational change, including service redesign, restructures, or the introduction of new systems and processes. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of working with children and young people. 	Desirable	Application/ Interview
<ul style="list-style-type: none"> • Experience of working with complex needs and trauma. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of service delivery and caseload management, preferably in a third sector organization. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of team leadership, motivating and developing a team. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of report writing and the use of monitoring & evaluation tools and case management systems, with the ability to analyse complex quantitative and qualitative data. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of working with budgets and funding streams. 	Desirable	Application/ Interview
<ul style="list-style-type: none"> • Experience of multi-disciplinary working and managing external relations with partners and key stakeholders. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of processing GDPR requests, in particular with reference to client notes disclosure to third parties. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Experience of delivering training and/or group work or of working with Lived Experience Groups. 	Desirable	Application/ Interview
<ul style="list-style-type: none"> • Experience of working with survivors of sexual or domestic violence and/or childhood sexual abuse. 	Desirable	Application/ Interview
Knowledge		
<ul style="list-style-type: none"> • Understanding of and competence in decision making with regards to child protection and vulnerable adults Safeguarding procedures. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Understanding of vicarious trauma and self-care in the context of support work. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Comprehensive knowledge of the short and long-term effects of abuse and trauma and the strategies for working with this. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Knowledge of the theories and issues of rape, childhood sexual abuse and other sexual violence and the impact on victims and survivors. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Awareness and commitment to the feminist perspective of sexual violence held by TWCC. 	Essential	Application/ Interview

<ul style="list-style-type: none"> • Knowledge of the practice of recruiting and retaining Volunteers. 	Desirable	Application/ Interview
Skills & Abilities		
<ul style="list-style-type: none"> • Ability to motivate staff and provide support and guidance. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Able to deal with complex and sensitive issues. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, both written and verbal. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Demonstrable ability to work confidently and sensitively with women from a range of diverse backgrounds. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Skilled in maintaining boundaries and able to support staff in this area. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Ability to produce written and statistical reports to a high professional standard, with an understanding and appreciation of the value of data for impact. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Ability to work as part of a growing team. 	Essential	Application/ Interview
Personal Attributes		
<ul style="list-style-type: none"> • A desire to put staff development and high-quality service delivery at the heart of decision-making. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Creative and flexible with an adaptable approach and willingness to change priorities accordingly. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • A resilient, well organised, and effective/efficient leader. 	Essential	Application/ Interview
<ul style="list-style-type: none"> • Commitment to undertake TWCC core training and to continuing professional development. 	Essential	Application/ Interview