The Women's Centre Cornwall

JOB DESCRIPTION

TITLE OF POST: **Service Manager – Women's Diversion Service**

RESPONSIBLE TO: **Head of Services**

RESPONSIBLE FOR: **Practitioners, Support Staff and Volunteers as appropriate**

HOURS: **37hrs**

CONTRACT TERM: **2.25yrs**

SALARY: **£34,597**

ROLE PURPOSE

To lead and deliver TWCC's Cornwall-wide Diversion service for women in contact with the criminal justice system following arrest or voluntary attendance and before sentencing. The post holder will oversee four Women's Practitioners, ensure effective partnerships with police, courts and relevant agencies, and maintain high-quality gender-responsive, trauma-informed intervention, safe case management, contract performance and continuous improvement.

This full-time post combines leadership and operational management of the Diversion service with wider organisational responsibilities for safeguarding advice and leadership, manager cover for other services including out of hours, internal investigations, project management and implementation, and contributing to TWCC's training provision. The postholder may also manage other projects or services as required on a short-term or long-term basis.

KEY RESPONSIBILITIES

Women's Diversion service management

- Lead mobilisation, operational delivery and continuous development of the Women's Diversion service across Cornwall, including arrangements for practitioners' presence in police stations and courts.
- Line manage, supervise and develop the four Women's Practitioners; oversee recruitment, induction, wellbeing, reflective practice, professional boundaries, performance and access to specialist training.
- Oversee referral pathways, eligibility screening, allocation, dynamic caseloads, timely initial contact and assertive outreach, with intensity adapted to risk, need and critical criminal justice transition points.

- Ensure consistent use of holistic gender-responsive assessment, including Women's Risk Needs Assessment (WRNA), co-produced support plans, multi-agency problem-solving (My Team Around Me), personal passports and appropriate information sharing.
- Ensure women receive appropriate practical, emotional and advocacy support through arrest/voluntary attendance, pre-court stages, out-of-court resolutions (OOCR), court proceedings, remand and transition at sentencing.
- Oversee safe delivery of the RISE trauma stabilisation intervention and access to specialist support for pregnancy, early motherhood and separation from children, group work, volunteer development and onward referral to appropriate partners.
- Develop and maintain effective working relationships with police, NHS Liaison and Diversion services, HMCTS/courts, probation, prisons, domestic abuse and sexual violence services, perinatal services, housing, community organisations and other statutory and voluntary sector partners.
- Ensure timely, accurate case recording, outcome monitoring, funder reporting, quality assurance, data protection and compliance with relevant contractual, organisational and safeguarding requirements.
- Monitor delivery against agreed objectives, performance indicators, budgets and resources; identify service risks, improvement actions and emerging learning for commissioners and internal governance.
- Represent and inform the development of gender-responsive criminal justice practice through multi-agency forums, professional briefings, training and engagement with women with lived experience.
- Ensure effective handover at remand or sentencing to other relevant community or custodial support services (for example, Community Rehabilitation Services), with clear closure and information about continued community support.

Wider organisational responsibilities

- Act as an identified safeguarding lead and accessible point of contact for colleagues across TWCC, providing expert consultation, advice on adult and child safeguarding concerns, timely escalation and support with complex safeguarding decisions in line with organisational procedures and statutory arrangements.
- Provide management cover for other services, including out of hours.
- Lead and deliver other services or projects as required.
- Assist with the quality and consistency of safeguarding practice, record keeping, learning, guidance and relevant training across services, working with other designated leads and senior management.
- Undertake impartial internal fact-finding investigations as commissioned by the organisation, including grievances, conduct or other employment-related matters, within agreed terms of reference and organisational procedures.
- Support the Head of Services and service managers with project planning, coordination, implementation and review of new services or improvements, including milestones, risks, stakeholder engagement, monitoring and operational readiness.
- Contribute to organisation-wide improvement activity and implementation learning without displacing the accountable managers for individual services.

- Contribute to TWCC's organisational training pool, supporting the development, delivery and review of relevant internal training, briefings and learning sessions within the postholder's areas of competence and as agreed with management.

General responsibilities

- Work within TWCC's values, equity and inclusion commitments, confidentiality, UK GDPR, information-sharing, safeguarding, health and safety and lone-working procedures.
- Participate in management meetings, supervision, relevant training and continuous professional development; promote wellbeing and awareness of vicarious trauma.
- Undertake other reasonable duties consistent with the nature and seniority of the post.

LEADERSHIP AT TWCC

Leadership competencies

As a Service Manager, this role is expected to demonstrate the following leadership competencies through the management of the Women's Diversion service and its additional organisation-wide responsibilities.

Values-aligned service delivery	Translate Women's Diversion commitments into safe, achievable operational plans; improve practice while maintaining quality and TWCC values.
Supporting people and practice	Develop, supervise and support practitioners; promote reflective practice, psychologically safe teamwork and clear professional boundaries.
Stewardship and performance	Use resources responsibly, manage safeguarding and performance risks, and deliver service outcomes and commissioner reporting.
Partnership and influence	Build trusted relationships with police, courts, probation and partners; advocate for gender-responsive, trauma-informed criminal justice practice.

Values-driven leadership

Service Managers are expected to demonstrate TWCC's values through how they lead as well as what they achieve:

Feminist	Challenge power imbalances, promote equity and intersectionality, value lived expertise and use positional power thoughtfully.

Empowering	Build agency, confidence and capability in others; delegate meaningful responsibility and create opportunities to grow.
Trauma Responsive	Prioritise physical and psychological safety, build trust, communicate compassionately and avoid unnecessary harm or re-traumatisation.
Brave	Speak up, address difficult issues, challenge established practice when needed, acknowledge mistakes and support appropriate innovation.
Belonging	Create inclusive environments where different perspectives are welcomed and people feel valued, respected, connected and able to contribute.
Hope	Maintain belief in positive change, demonstrate resilience, celebrate progress and connect day-to-day work to TWCC's wider vision.

This post is subject to the appropriate pre-employment checks, including an enhanced DBS check and any police or court vetting required for site access. Where applicable, TWCC will confirm any occupational requirement under the Equality Act 2010 before advertising.

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 applicants only, in accordance with the occupational requirement provisions of the Equality Act 2010, Schedule 9, Part 1, Paragraph 1.

Women's Diversion Service Manager - Person Specification

Criteria	Essential	Desirable
Qualifications and training		
Training or substantial demonstrable competence in trauma-informed and gender-responsive approaches.	✓	
Relevant professional qualification in social work, safeguarding, criminal justice, management or related field.		✓
Training in formal workplace investigations, safeguarding leadership and/or project management, or commitment to complete agreed training.		✓
Experience		
Significant experience of managing and developing frontline teams supporting women with multiple/complex needs and trauma.	✓	
Experience of managing service delivery, risks, caseloads, performance, quality and reporting against funded objectives.	✓	
Experience of effective multi-agency work with statutory and community partners.	✓	
Experience of safeguarding decision-making, escalation and providing advice to colleagues on child and adult protection.	✓	

Experience of implementing projects, service changes or new operational processes.	✓	
Experience of planning and conducting impartial investigations or other structured evidence-gathering processes.		✓
Experience working with police, courts, probation or pre-sentence diversion pathways.		✓
Experience of budget oversight, grant monitoring or commissioning arrangements.		✓
Experience of developing or delivering training, briefings or facilitated learning for staff or partner agencies.		✓
Knowledge		
Strong understanding of violence against women and girls, trauma, coercion, disadvantage and women's pathways into the criminal justice system.	✓	
Knowledge of child and adult safeguarding responsibilities, information sharing, confidentiality and professional boundaries.	✓	
Understanding of the criminal justice process before sentencing, including OOCRs, court and remand pathways, or ability to acquire this promptly.	✓	
Understanding of fair investigation principles, accurate evidence recording, independence and the respective roles of HR and decision-makers.	✓	
Knowledge of trauma stabilisation, pregnancy/perinatal needs and the impact of separation from children.		✓
Skills and personal attributes		
Ability to lead with compassion, sound judgement, authority and accountability under pressure.	✓	
Ability to offer clear safeguarding advice and manage complex risk without exceeding professional remit.	✓	
High-quality report writing, analytical skills and ability to evaluate qualitative and quantitative information.	✓	
Ability to plan, prioritise and deliver across distinct service-management and cross-organisational responsibilities.	✓	
Strong interpersonal, partnership, conflict-resolution and sensitive interviewing skills.	✓	
Commitment to feminist, inclusive, anti-discriminatory and lived-experience-informed practice. Ability to travel across Cornwall and to court/police or partner settings as required.	✓	