

Job Description

- *Section S7(2) (Schedule 9, Paragraph 1 of the Equality Act 2010 applies)*
- *This post is exempted from Rehabilitation of Offenders Act 1974*

Job Title: Central Services Manager (Maternity Cover)

Location: Anawim, Balsall Heath, Birmingham, B12 9RJ

Grade: SCP 36-42

Salary: £35,753-£42,165 per annum

Hours: 37 hours per week

Responsible to: Head of Service Delivery

Background:

Anawim seeks to support women who are vulnerable due to poverty, homelessness, abuse, rape, addictions, and may be drawn into prostitution and/or offending as a consequence. It recognises prostitution as exploitation of women. All staff, whether working in a paid or voluntary capacity, are expected to respect and work to the core values of respecting others, valuing all, and belief in the possibility of a life lived to the full.

Job Purpose:

To lead and supervise a team of caseworkers to support women with mental health issues to divert them from involvement in the criminal justice system, prevent them from entering secure mental health units and assist to reintegrate after spells within them and custody. Oversee them to provide an effective service in supporting women who are vulnerable due to their mental health, involvement crime, prostitution, as survivors of domestic abuse & sexual abuse, drug & alcohol abuse & housing needs. Having due regard for Confidentiality and Data Protection legislation.

Key Tasks:

1. Supervise, support and line manage the various projects under the broad headings of Criminal Justice, Drop In and Central Services, Early Interventions Prison and Resettlement.
2. Attend contract, governance and operational meetings for the various streams ensuring compliance to the targets & good understanding of the objectives.
3. Ensure the effective, high quality development of case management systems, monitor and analyse the information to produce reports for funders.
4. Manage all aspects of casework to ensure they identify the individual needs of women by using the initial assessment, projects, the outcome star tool, WRNA, developing individual support plans and referring anyone requiring specialist help to the appropriate agencies.
5. Allocate women to individual support workers as appropriate according to the needs of the client and the skills and expertise of the worker and taking account of staff workloads.
6. Work with Head of Service Delivery, COO and other Team Managers to coordinate all aspects of service design and delivery.
7. Induct and train any new workers undertaking in depth probationary reviews.
8. Offer your team support and direction about attending court, case conferences, in writing reports and accompanying to appointments especially during their probationary period.
9. Identify training and progression opportunities for your team.
10. Performance manage all aspects of support work through audit, staff supervision, peer supervision, annual appraisals and professional development process.
11. Develop and implement effective monitoring and evaluation methods to ensure accountability of services and provide regular, accurate and timely monitoring reports.
Ensure reports to funders are completed and returned within agreed timescales.
12. Network with other agencies who can deliver services on site and on the projects you lead on.
13. Ensure staff team work effectively to cover all aspects of the work.
14. Oversee and support your team to keep all safeguarding procedures, making sure they maintain excellent records, make appropriate referrals, and escalate when necessary.
You will need to be available on a weekly basis to be Safeguarding Lead and Duty Manager within the Health & Justice Office.

15. Ensure staff work within the relevant agency policy and procedural framework including Data Protection, Confidentiality, Safeguarding Children and Vulnerable Adults & Equalities.
16. Demonstrate an awareness of the principles of equal opportunities and be committed to their implementation.
17. To work within Anawim's administrative and financial systems.
18. Follow Anawim's policies and procedures and comply with all relevant legislation, in particular the Health and Safety at work act.
19. Work with management team and staff team in planning, designing, implementation and monitoring all agency support services.
20. Develop and maintain positive and effective partnerships between the centre and external organisations, maintain relationships with all referral agencies.
21. To work within a Buddy System to cover other Team Managers absence.
22. Undertake additional duties within the overall running of the Anawim project as may be identified in consultation with the Head of Service Delivery and COO.
23. Must be prepared to support with caseloads or project interventions as and when necessary for the benefit and continuity of the service.

PERSON SPECIFICATION

Job Title: Central Services Manager (Maternity Cover)

Location: Anawim, Birmingham, B12 9RJ

<u>Factor</u>	Essential	Desirable	Method of Assessment
<u>Knowledge and Experience</u>	<p>Experience of managing case workers who support vulnerable women with a range of complex issues.</p> <p>Understanding of safeguarding issues relating to children and vulnerable adults – DSL Experience</p> <p>Working knowledge of issues surrounding drug and alcohol misuse, offending, domestic abuse, prostitution, and the criminal justice system</p> <p>Understanding of disciplinary procedure & performance management</p> <p>Knowledge of effective monitoring and evaluation tool and software</p>	<p>Knowledge of employment law</p> <p>Experience of working within the mental health or criminal justice system</p> <p>Knowledge of personnel management</p> <p>Understanding of women’s centres approach to women offenders</p>	A, I, R, P
<u>Skills and Abilities</u>	<p>Excellent interpersonal, communication, negotiation & listening skills.</p> <p>Ability to problem solve.</p> <p>Understanding of diversity, other cultures & religions</p> <p>Ability to network with other agencies & set up partnerships.</p> <p>Ability to work as a member of the team and share information internally and externally with outside agencies.</p> <p>Understanding of the need for confidentiality & GDPR Regulations</p> <p>Ability to cope with stressful work.</p> <p>Ability to produce reports & project plans as required.</p> <p>Ability to plan and prioritise work</p>	<p>Experience of working within a senior role</p>	A, I, R

<u>Other</u>	Calm, friendly and approachable disposition Flexibility and a willingness to work evenings and occasional weekends. Enhanced DBS – Disclosure & Barring Service Full driving licence and use of own vehicle & business insurance		A, D, I
<u>Commitment</u>	To respect, adhere and embed the core values of the Project.		I

Method of Assessment: A = Application Form D = Documentation I = Interview
T = Test/Exercise P = Presentation R = Reference