## Role information

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| Job title: | Safe House Manager | Travel required: | Travel required across sites |
| Location: | Black Country area | Position type: | Managerial and frontline support to victims and survivors of abuse. |
| Service area: | Accommodation and Facilities Directorate ( new directorate) | Salary: | £32486.04 - £34435.20 |
| Responsible to: | Director of Accommodation and Facilities ( New position) | Working hours: | Flexible to meet the needs of the service |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * On call duties on a rota basis * Full driving license with willingness to use own vehicle * Occasional travel further afield, such as Croydon to cover refuge staff if needed * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Modern Slavery Support Service** BCWA Modern Slavery Support Service is a specialist service providing accommodation and community support to victims of modern day slavery and human trafficking, who have accessed the National referral Mechanism and are supported under the Home Office national contracting arrangements. BCWA is the lead provider of services covering the West Midlands areas and some of the bordering local authorities. The service works in partnership with key agencies to assess risk and provide tailored support plans for service users. BCWA support as defined by the national contract is to ensure that victims of modern slavery receive a safe space to live, support including financial and practical assistance and referrals to partner agencies as necessary.  **The Safe House Accommodation Manager Job Role** The Safe House Manager oversees the delivery of high quality accommodation and a service that is supportive and caring of victims in accordance with the contract. They will be responsible for creating a culture that enables service users to achieve their desired level of self-sufficiency and integration into the community.The Safe House manager will have oversight of all clients in service and provide support and guidance to the safe house-based Modern Slavery Advocates to ensure that client needs are met. They will be responsible for the day to day health and safety of all accommodation sites.They will be required to report into the Directorate of Accommodation and Facilities on a regular basis. The post holder needs to be able to have a knowledge of the operational and legal framework supporting victims, be able to create positive partnerships/relationships, make swift decisions that can often be in a fast paced work environment, and respond to the on-call support service on a rota basis. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares. |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | To ensure that the service contract is fully understood and applied. The Safe House manager will be required to develop the operating procedures, ensure quality systems are in place in line with policies and procedures and monitor key performance indicators to ensure compliance. |
| 2 | Provide direct line management including support, supervision, advice and guidance to allocated safe house staff, students and volunteers. |
| 3 | Ensure that advocates have the appropriate training/ development against the contract ensuring that support staff have the knowledge and practical application to record cases and support service users. The manager will ensure that support staff understand complex/multi-dimensional issues, such as language barriers, cultural misunderstandings/stereotypes, mental health issues, substance misuse, historical abuse and homelessness, in order to develop accurate support and intervention plans. |
| 4 | Ensure that the refuge team delivers timely and risk managed services to potential victims of trafficking and modern slavery, by gathering accurate information from the victim, enabling high quality needs assessment, providing support and evidence based interventions. |
| 5 | Oversee the decision making for managing new referrals from The Salvation Army, assessing initial risk, allocating to the Modern Slavery Advocates. The Safe house manager will need to ensure that all relevant records and updates are made updating the system and ensuring that the team are meeting key performance indicators within the agreed timeframes. |
| 5 | Oversee all accommodation cases and seek assurance that there is an effective system of regular contact, care, emotional and practical support to high risk complex needs victims of national and international human trafficking/modern slavery, promoting confidence, independence, safety and security, to reduce the risk of being re-trafficked. |
| 6 | Work closely with the finance team, updating the weekly subsistence payments and ensuring accuracy of the subsistence payment sheet. |
| 7 | Attend relevant partner meetings and work closely with other services to create the best outcomes for victims, including domestic abuse support services, substance misuse services, health services and mental health services. |
| 8 | Ensure that support staff advocate for clients awaiting their conclusive grounds decision from the National Referral Mechanism (NRM), ensuring that they are aware of the process and their options. |
| 9 | Ensure that support staff provide one-to-one information and support to clients on a range of rights to meet victim entitlements under Article 12 of The Council of Europe Convention on Action against Trafficking of Human Beings (ECAT). |
| 10 | Address the complex and multiple needs of clients (and their children) who are victims of forced labour, sexual exploitation, domestic servitude, criminal exploitation and any other forms of exploitation as stated in the Modern Slavery Act 2015, considering any language and cultural barriers that they may face. |
| 11 | Assist the Directorate of Accommodation and Faculties to monitor and manage the safety and security of the safe-house service, explaining to clients, where applicable, the license agreement, and support contract and house rules. |
| 12 | Participate in a monthly on-call rota from Monday –Sunday, providing out of hours support to safe house residents and accepting referrals from Salvation Army. |
| 13 | Monitor and manage the health and safely of all accommodation sites. |
| 14 | Deal with any conflicts that may arise as a result of living within BCWA refuge or NASS accommodation, in accordance with BCWA policies and procedures and in line with the Immigration & Asylum Act, reporting any concerns to relevant person/s. |
| 15 | Ensure that the nominated case management systems are accurately completed in a timely manner in accordance with policy and procedures. |
| 16 | Assist with producing monthly performance reports within the contractual timeframe stipulated by the Salvation Army. |
| 17 | To compile induction plans for new refuge employees and to assist with inductions. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Degree educated or equivalent. |  | x | A, E |
| 2 | A recognised qualification in law/social work/management. |  | x | A, E |
| 3 | Experiencing of working within a needs led service undertaking risk and needs assessment and support planning. | x |  | I, A |
| 4 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. | x |  | I, A |
| 5 | Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention. | x |  | I, A |
| 6 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution. | x |  | I, A |
| 7 | Experience of building and maintaining partnerships with other agencies. | x |  | A |
| 8 | Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings. | x |  | A |
| 9 | Experience of working in a professional environment. | x |  | A |
| 10 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. | x |  | A, I |
| 11 | Experience of supervising staff, students or volunteers. | x |  | A |
| 12 | Experience of financial management and accurate data recording. |  | x | A |
| 13 | Experience of supervision or management |  | x | I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understand the principles of risk assessment, safety planning and risk management for victims of modern slavery/trafficking and their children. | x |  | A, I |
| 2 | Have knowledge of:   * The indicators and components of human trafficking/modern slavery * The issues facing victims of modern slavery * The current systems in the UK that support potential victims * The National Referral Mechanism (NRM) * The Europe Convention on Against Trafficking in Human Beings (International Framework) | x |  | A, I |
| 3 | Have a good understanding of complex needs and issues around trafficking/modern slavery, in particular sexual exploitation, mental health, substance misuse, FGM and domestic abuse and how these issues inter-link with one another. | x |  | A, I |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group/vulnerable/homeless people/asylum seekers. |  | x | A, I |
| 5 | Have knowledge of relevant legislation and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. |  | x | A, I |
| 6 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  | x | A |
| 7 | Understanding of motivational interviewing skills. |  | x | A |
| 8 | Understanding of trauma informed approaches. |  | x | A, I |
| 9 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | A |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Evidence of the ability to build and develop supportive relationships with victims of abuse, showing sensitivity for others’ viewpoints and valuing diversity. | x |  | A, I |
| 2 | Ability to communicate effectively with and advocate for vulnerable people, particularly those faced with barriers to accessing support, including language, cultural and other barriers. | x |  | A, I |
| 3 | Work in a person-centred way to undertake one to one work, including aspects such as confidentiality and safety planning. | x |  | A, I |
| 4 | Ability to use evidence based techniques, such as motivational interviewing, to engage with victims and stakeholders, helping them to make informed decisions, take control of their lives and set realistic objectives and goals. |  | x | A |
| 5 | Evidence of the ability to communicate effectively, build and develop relationships with partner agencies through telephone, face to face and written reports. | x |  | A, I |
| 6 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access, teams) and other virtual platforms | X |  | A |
| 7 | Excellent verbal and written communication skills, including concise report writing and presenting at multi-agency meetings. | x |  | A, I |
| 8 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). | x |  | A, I |
| 9 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | x |  | A, I |
| 10 | Ability to work under pressure and to plan and prioritise time and resources when competing demands arise. | x |  | I |
| 11 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | x |  | I |
| 12 | Maintain professional boundaries and know when to seek management guidance and support when required. | x |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |  | x | A |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion | x |  | A, I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse | x |  | A, I |
| 4 | Organised, proactive and consistent delivery of work | x |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others | x |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work |  | x | I, A |
| 7 | Evidence of creating an inclusive culture instilling value and respect |  | x | I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Sara Ward  CEO | Date Produced | 16/12/2021 |
| Job description reviewed and approved by: | Amy Parker  Head of Finance/Deputy CEO | Date Approved | 10/01/2022 |