



Service Manager – Specialist BAME VAWG support

JOB DESCRIPTION

JOB DETAILS:

Job Title:	VAWG Service Manager
Duration:	Fixed contract- 12 months (With possible extension)
Hours:	35 hours per week
Location:	Caxton House – Archway
Report to:	Director
Salary:	£34K per annum
Holidays:	25 days + Public Holidays

Job purpose:

The management of KMEWO’s VAWG specialist service, ensuring it meets the needs of Kurdish, Middle Eastern and North African women, and is compliant with the service specification and the charity’s policies and procedures.

Main duties:

Managing VAWG service and VAWG team:

- To lead KMEWO’s VAWG service team and to effectively develop, plan and manage the service.
- To lead on and participate in consultations, research, data gathering, needs assessments, and other work that aims to improve VAWG services for black and minoritized women nationally and locally.
- To maintain the existing relations, and build new once, with multiple London borough VAWG coordinators and strategic leads.
- Regularly supervise, appraise, and support the development of staff and volunteers involved in delivering VAWG services.
- To represent KMEWO and its VAWG specialist services with local, regional, and national networks and consortiums, as well as in a range of partnerships that KMEWO is part of.
- To support KMEWO’s Directors to represent and raise voices of service users and their needs through data analysis and user involvement methods aimed at making positive policy changes to legislation, policy, and practices.

- Facilitate KMEWO's training for professionals, staff, and volunteers to raise awareness about harmful practices and to improve practice and service delivery to survivors.
- To ensure all written correspondences of VAWG team are to good quality standard including emails, case notes, record keeping, and other documentation required.
- Produce publicity and marketing material to promote KMEWO's specialist VAWG service, using multiple digital platforms, including website, social media, paper booklets etc.
- Ensure that the service is delivered within safeguarding requirements and in line with organisational, local, and legal policy and procedures.
- Develop appropriate partnerships, collaborations, and communications to enable KMEWO's VAWG services to be seen as a specialist lead on harmful practices and its holistic approach.
- To be the Safeguarding Lead for the Service.

Self-care and Wellbeing

- Attend regular clinical supervision.
- Ensure that staff team attend regular supervision.
- Lead and manage VAWG staff wellbeing activities.

Monitoring & Evaluation of multiple VAWG service projects

- Write comprehensive reports that may include data, narratives, and case studies to meet a need as required by funders, commissioners, KMEWO and others.
- Oversee the management of the LampLight database undertaking quarterly audits and monthly monitoring of data collection for performance management of the service.
- Review and audit case files as held on Lamplight, ensuring staff are recording information and delivering services in line with IMKAAN and other quality standards.
- Oversee the consistent use of the 'Safe Lives' and CADA Dash risk assessments.
- Ensure staff appropriately represent women and advocate on their behalf when dealing with outside agencies such as the Housing department, Police, DSS, Solicitors, Social Services, Health Professionals, and all other relevant agencies.
- Document monitoring data and ensure that it is provided in the agreed and acceptable formats for monitoring.
- Contribute to strategic development of VAWG service and assist with fundraising for the service, identifying funding sources and helping development manager with direct applications.

General duties:

- Along with VAWG team, to always work in the best interest of KMEWO and to avoid any action that may cause disruption to KMEWO and/or its activities.
- To undertake other duties relevant to the position of VAWG Service manager and as required by the director.
- To commit to CPD and engage in improving performance management through training and development.
- To promote KMEWO purpose, values, and influence as a member of the senior management team through evidence-based solutions aiming at improving the lives of vulnerable women experiencing VAWG and harmful practices.
- Participate in regular supervision, induction, training, and team meetings.

Person specification:

To be successful in this role, the following are essential requirements:

- Experience of managing a team and developing their skills and practices.
- Proven ability to motivate and manage a quality service focused on achieving defined outcomes.
- Experience of working with women with complex needs, including VAWG and/or those with multiple barriers.
- Demonstrable expertise in the provision of support services and interventions for vulnerable adults experiencing migration, trauma, and gender discrimination.
- Have strong networking skills and proven ability to build positive working relationships with internal and external stakeholders.
- Experience in monitoring and evaluation, writing reports and data analysing skills.

Any additional factors

- Have a positive, solution-focused attitude to complex situations.
- Have patience and calm manner in dealing with people.
- Willingness to continue further training and personal development.

KMEWO is actively committed to equal opportunities and the promotion of diversity and inclusion, in all our services and workplaces.

Due to the KMEWO's commitment to the principles of as "led by and for" service provision, the candidate's gender is an occupational requirement in accordance with Paragraph 1, Schedule 9, of the Equality Act 2010.