

**BIRMINGHAM & SOLIHULL WOMEN'S AID
JOB DESCRIPTION**



POST: **Refuge Manager**

HOURS OF WORK: 22 hours per week (some out of hours work will be required including participation in 24-hour on call rota system)

SALARY: £35,822 pro rata

JOB PURPOSE:

To work as part of the Management Team with specific responsibility for managing refuge accommodation, ensuring a high-quality service for women and children who have experienced domestic violence. To support and supervise a staff team, in the development and delivery of services for women and children in refuge

RESPONSIBLE TO: Head of Accommodation Service

DUTIES AND RESPONSIBILITIES

PROJECT MANAGEMENT:

- Identify service needs and inform the Head of Service as appropriate
- Ensure that services comply with funders' criteria, meeting Key Performance Indicators and quality standards
- Ensure refuge adheres to legal and regulatory compliance with Fire Safety; Health and Safety; Data Protection and Safeguarding
- Ensure all activity is thoroughly and adequately risk assessed
- Act as designated lead on safeguarding of children and vulnerable adults for the refuge and services
- Develop, modernise and maintain appropriate systems to manage refuge activities, including maintenance systems to ensure the building and furnishings are safe and kept to a high standard
- Ensure appropriate inventories exist to account for equipment and resources
- Implement and maintain robust systems for monitoring and evaluating the service, ensuring staff team are aware of their responsibilities regarding data collection and input
- Ensure service users records are of a good standard and the Case Management System is completed accurately and fully
- Utilise the Case Management System to maintain clear understanding of the performance of the refuge and report any concerns

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- Produce regular reports for commissioners, funders and the Senior Leadership Team, as required, and take responsibility for evaluating the effectiveness of the service
- Ensure that Birmingham & Solihull Women's Aid (BSWA) administrative and financial systems are properly utilised and maintained across the service
- Work collaboratively and proactively with other refuge managers to provide standardised, consistent quality of support across all accommodation sites

DEVELOPMENT:

- Continually improve and develop the services to meet the needs of young women
- Ensure compliance with BSWA policies and procedures and contribute to their development
- Develop relationships with external agencies and attend relevant fora and meetings in order to improve and promote the work of BSWA, particularly in relation to young women
- Proactively contribute to the continued development of BSWA by engaging with Management and Senior Leadership initiatives including development of strategic and service plans

STAFF MANAGEMENT:

- Line manage, support and develop a strong staff team
- Assist in the recruitment and selection of staff
- Devise and deliver induction and induction programmes, in consultation with the Head of Service
- Model excellent communication with staff team, ensuring all updates and amendments to policy and procedures are received, understood and implemented
- Maintain an adequate shift system
- Facilitate team meetings and ensure that they are recorded
- Ensure adequate support and supervision is provided for volunteers and that they are integrated into the team

COMMUNICATION:

- Ensure that any issues are reported to the Head of Service
- Manage effective communication with staff team to maintain excellent welfare and security of the refuges, staff, volunteers and service users by:
- Maintain BSWA communication records
- Follow BSWA safety procedures
- Attend team and organisational meetings
- Attend support and supervision sessions with your line manager
- Develop professional working relationships with external agencies
- Work closely and collaborate with colleagues across the organisation to share learning and best practice
- Contribute towards your project's quarterly Management Board report

FINANCIAL MANAGEMENT:

- Work with the Heads of Service to develop and maintain a project budget

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- Ensure that appropriate finance systems are maintained and that staff understand and utilise finance systems appropriately
- Keep the Senior Leadership Team informed of the financial needs of the refugees and services
- Work with the Finance team to ensure that all charges are collected and recorded and produce monthly reports

SUPPORT WORK:

- Develop an effective staff team and systems to ensure that appropriate support plans and risk assessments are in place for each service user; that individual needs of women and children are identified and that these needs are met by using both in-house resources and external agencies
- Develop appropriate methods of communication with service users, meeting individual needs
- Maintain the confidentiality of the women and children using the service
- Maintain the safeguarding of women and children at all times, in line with organisational policies and procedures
- Ensure service user records and data are safe, confidential and compliant with GDPR
- Understand, utilise and champion the use of BSWAs Case Management System to maintain the confidentiality and security of service user data, ensuring that the staff team are fully trained and confident in its use
- Develop and maintain appropriate referral systems
- Manage and develop an effective move on policy

TRAINING:

- Identify and attend training relevant to the post in agreement with your line manager
- Identify any performance issues or training needs within your team and discuss with the Head of Service
- Work alongside colleagues to organise in-house training and information sessions on a range of issues for service users
- Raise awareness of the impact of domestic violence on women and children and of the BSWA services

GENERAL:

- To maintain the confidentiality of the women and children using the service and, in all matters, relating to the organisation
- To offer an equal service to all women and children regardless of age, class, culture, language, race, religion and sexual orientation
- To work within BSWA policies and procedures and demonstrate a commitment to the values and ethos of BSWA
- To work within BSWA and local multi-agency child and adult safeguarding procedures
- To work within BSWA's framework for equal opportunities and anti-discriminatory practice
- To undertake any other duties required by BSWA, which may arise and commensurate with the post

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PERSON SPECIFICATION

COMMITMENT AND UNDERSTANDING:	FORM	INTERVIEW	TEST
Understanding and awareness of women's issues, in particular around domestic violence and its implications for women and children	X	X	
Thorough knowledge of anti-discriminatory/ equal opportunities issues and confidentiality	X	X	
Commitment to work within the aims, objectives and ethos of BSWA		X	

EXPERIENCE:	FORM	INTERVIEW	TEST
Working with young women and children affected by domestic violence	X	X	
Project Management	X	X	
Supervising staff/volunteers	X	X	
Developing strong working relationships with other organisations, both voluntary and statutory	X	X	
Managing safeguarding issues for vulnerable young women and children	X	X	
Monitoring and evaluating projects, producing relevant reports and implementing learning	X	X	
Experience working with case management systems	X		

SKILLS:	FORM	INTERVIEW	TEST
High level of written and verbal communication skills	X	X	
Ability to manage own work load and to work on own initiative and as part of a team		X	
Ability to lead and motivate a staff team working within stressful situations	X	X	
Ability to relate in a professional manner to women and children affected by abuse		X	
Flexibility and strong problem-solving skills		X	
Strong IT knowledge and experience using Microsoft suite	X		
Strong organisational and administrative skills with sound understanding of the importance of accurate record keeping	X		

DESIRABLE:	FORM	INTERVIEW	TEST
Experience of staff recruitment and induction	X		
Experience devising policies and procedures	X		
Ability to contribute to funding applications	X		
Experience of working in residential setting, preferably in a refuge	X		
The ability to speak one or more of the community languages in Birmingham and Solihull	X		