



Job Description

Job Title: Deputy Service Manager

Reporting to: Senior Manager

Salary Band: 4.2

Service: Southwark

Location: Southwark

Hours: 37.5 hours

This job description may change to reflect changing requirements of the role.

The Role

Solace provides a diverse range of violence against women and girls (VAWG) services in Southwark. As the deputy service manager, you will work with the service manager to ensure delivery of high quality, effective VAWG services for victim/survivors of domestic and sexual violence.

You will be responsible for the advocacy work delivered under Solace's 'Southwark SASS' contract, a large payment by results contract providing a range of services for victim/survivors, their children, and perpetrators. You will ensure duty and referral processes are effective and that victim/survivors of all genders receive timely, high quality advocacy support.

This role requires an experienced manager with a thorough understanding of the support options available to victim/survivors of domestic and sexual violence. You will have strong crisis management skills and a solid understanding of contract management and quality assurance. In addition, you will show strong leadership skills and be able to motivate and support your team, particularly during busy periods.

Accountabilities

- Ensure that the Southwark SASS service provides a culturally sensitive and supportive service for survivors experiencing VAWG
- Line manage the Senior IDVA, Senior Caseworker, Duty Workers and IRIS Advocate Educator including provision of regular supervision, performance monitoring and ongoing support.
- Ensure effective use of the Solace case management system and a high standard of casework which meets Solace internal standards.
- Ensure that SASS advocacy services and Southwark IRIS deliver on KPIs and are contract compliant
- Support the service manager with the collection of data and provision of accurate and timely reports on service delivery targets and Solace's strategic objectives
- Develop and maintain effective relationships with local borough partners, including ensuring effective co-locations and effective internal MARAC processes
- Work within Solace's financial procedures
- Assist with arranging and facilitating regular team and case review meetings
- Ensure compliance with SWA policies and procedures

Values, Behaviours and Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

- Demonstrable experience of working with people affected by domestic and sexual abuse
- Experience of risk assessment, risk management, and safety planning with victim/survivors including those at high risk
- Experience of multi-agency partnership working including co-location
- Experience of staff management including supervision, performance management and development of practice
- A sound working knowledge of the practical, emotional, social and economic issues facing women and children affected by domestic abuse
- Knowledge of housing, welfare and policy relating to domestic abuse
- Sound knowledge of safeguarding for adults and children
- Ability to provide strong leadership and management within an equalities framework
- Strong crisis management and problem solving skills
- Ability to multi-task and display effective time management skills
- Ability to collate and analyse data and write detailed reports for commissioners
- Ability to work within organisational financial procedures and monitor budgets
- Ability to collect and collate data and write reports