

Jersey Domestic Abuse Support Service Manager

Department: Justice & Home Affairs

Division: States of Jersey Police

Reports to: Detective Superintendent Crime - SoJP

JE Ref: JHA1055.2

Grade: CS12

JE Date: 24/04/2023

Job Purpose

To assume overall responsibility for the strategic development and operational management of the frontline domestic and sexual abuse service. Promote the interests of victims of domestic and sexual abuse, encouraging good practice in their treatment and raising awareness of the impact of domestic and sexual abuse.

The Service Manager will lead, support, motivate and develop staff and processes at a strategic level, to ensure services are delivered to the highest standard and that client's safety is prioritised.

Job Specific Outcomes

1. To effectively lead, manage and develop all staff including the Team Manager to provide a high-quality service to victims of domestic and sexual abuse.
2. To set SMART objectives, in line with government priorities, to deliver a highly effective and trusted service.
3. Commission and manage consultants and contract of services.
4. Undertake line management responsibility including the provision of supervision and case management for frontline staff including the JDAS Team Manager.
5. Plan and manage the financial, human, and material resources to ensure effective program delivery at the local level, including planning and forecasting.
6. Joint budget management of £1.3 million Victim Services budget. This will ensure that Victim Services fulfil their function of protecting and supporting vulnerable islanders and secure value for money.
7. Develop policies and procedures to ensure front line services are always delivered to a high standard and in accordance with national best practice. Implement review procedures to ensure compliance.
8. Highlight and promote the needs of victims of crime ensuring they are best able to cope and, as far as possible, recover from their effects of crime.

9. Represent the service at an operational and strategic level, within all multi-agency partnerships when required, and ensure that safety is kept central to the response to domestic and sexual abuse.
10. Assess, manage, and document the risk around vulnerable victims as well as any risk posed by perpetrators appropriately and in partnership with other agencies. Ensure proportionate and effective safety planning procedures and guidelines are in place.
11. Ensure effective monitoring and evaluation occurs, including the creation and collection of intake/exit and qualitative data to inform service and strategic development. Report to the Victim Services Board and Safeguarding Partnership Board.
12. Take forward the strategic development of the service and implement improved ways of working where possible. Plan and coordinate the development and implementation of the service delivery which supports the provision of assistance to victims of sexual and domestic abuse in response to their needs.
13. Ensure the service complies with relevant legislative and safeguarding requirements including risk assessment/safety planning, health and safety legislation, data protection, child protection and protection of vulnerable adults.
14. Build strong inter-jurisdictional and local relationships and networks, share best practice, and promote the safeguarding agenda. Develop wide-ranging networks and strong links with stakeholders, including individuals and organisations, victims of crime and the media.
15. Plan and deliver awareness training programs to key agencies/stake holders and promote the work of JDAS amongst partners and with the public.
16. Effectively manage service complaints, prepare disclosure requests, and complete audits for serious case reviews.
17. Contribute to and support project management of the Victim Advocacy Centre, working with victims, the public and partners to ensure a fit-for-purpose victim centred facility.
18. Cover any other reasonable duties at the request of SoJP or GOJ in pursuance of managing services requirements in a timely, efficient, and effective manner.

Statutory Responsibilities

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational Structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

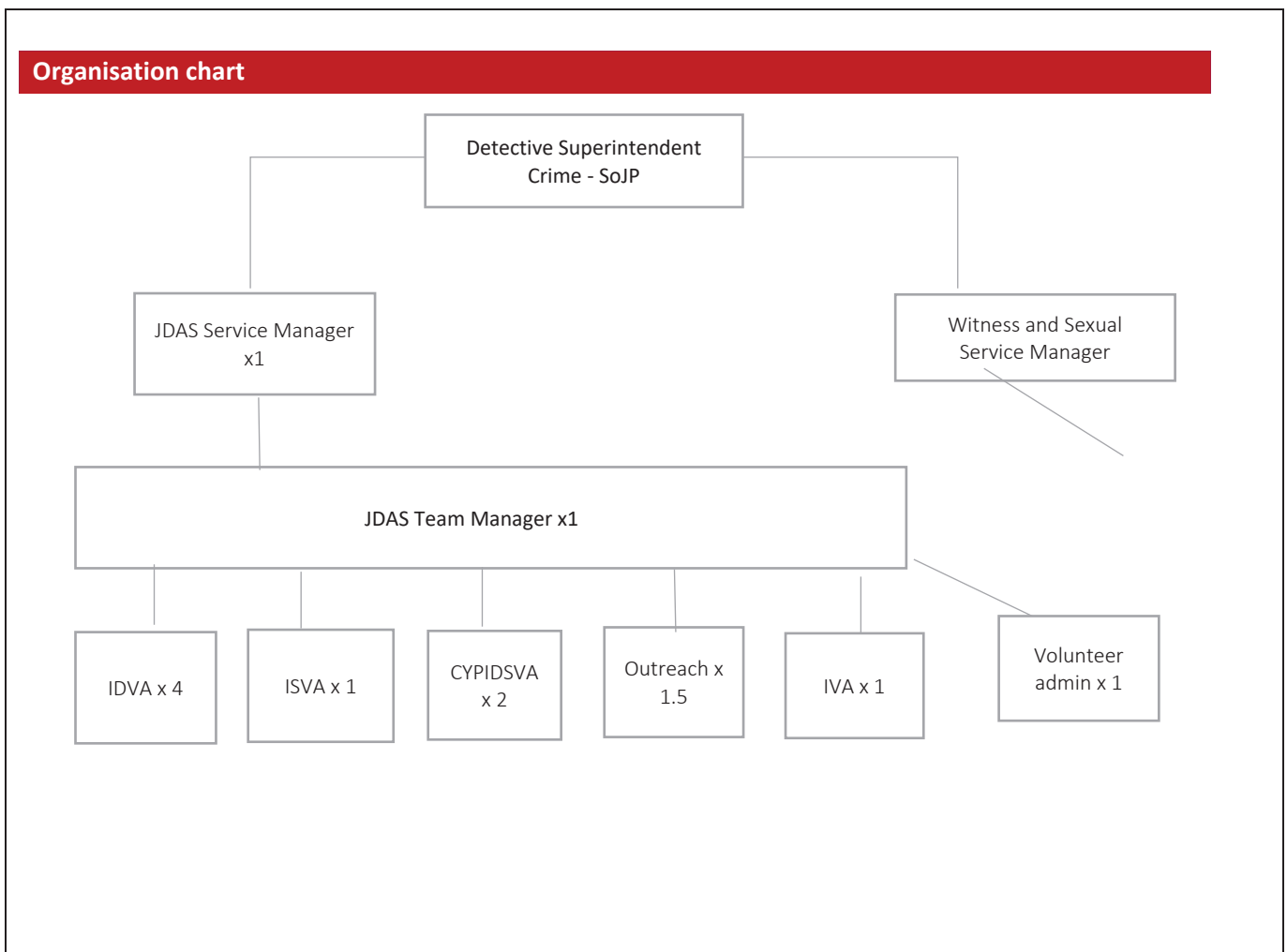
It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>This relates to the level of education and professional qualifications and / or specific</i>	A relevant degree and/or equivalent experience in a criminal justice related field. Management or leadership qualification or relevant experience. Project Management qualification.	The post holder will be expected to complete and pass relevant training, including Safelives Service Manager/ IDVA/ISVA training.

<p><i>occupational training required.</i></p>		<p>PTLLS Qualification (Preparing to teach in the lifelong learning sector) Safeguarding</p> <p>Media Training.</p> <p>Project Management qualification or experience.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Procedural knowledge of child and adult safeguarding, mental health, sexual health and health and safety guidelines.</p> <p>Knowledge of the Criminal Justice system, police investigation methodologies, the prosecution process and awareness of the needs of victims of crime to cope and recover.</p> <p>Knowledge and experience of HR and employment policies.</p> <p>Detailed understanding of the strategic direction, legislative and political frameworks of the Government of Jersey and ability to operate at the highest level within them.</p> <p>Understanding of organisational and cultural change in the public sector.</p> <p>Ability to contribute to change projects, from a position of knowledge and experience.</p> <p>Trauma informed practice experience.</p>	<p>Experience of working to criminal legislation, including special measures (Criminal Procedure Law).</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent written communication skills, e.g. writing proposals, preparing documents, supporting media releases.</p> <p>Driving licence with access to own vehicle.</p> <p>Proven IT skills to include Word and Excel.</p> <p>Understanding of trauma and how to help victims cope and recover.</p> <p>Ability to deliver safeguarding supervision and oversee case management.</p>	

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Exceptionally well organised, able to deal with multiple competing priorities and high workloads.</p> <p>Excellent interpersonal skills, including good written and verbal communication, attention to detail and accuracy.</p> <p>Supervisory or management skills and experience including recruitment and retention.</p> <p>Ability to problem solve efficiently and effectively, quickly adapting to dynamic situations in a rapidly changing environment.</p> <p>Ability to delegate appropriately.</p> <p>Evidence of critical thinking skills and the ability to develop ideas and concepts.</p> <p>Excellent leadership skills able to motivate and develop teams.</p> <p>Ability to handle highly confidential and sensitive information and be able to work within data protection requirements.</p> <p>A high level of professional competence and be able to challenge, mediate and network with tact and diplomacy.</p> <p>Highly emotionally resilient, maintaining effectiveness under significant pressure and when dealing with challenging situations.</p>	<p>Experience of producing high quality, training programs, communication and engagement strategies and media interviews.</p>
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Proven experience in a victim based service or relevant experience in a criminal justice environment.</p> <p>Experience of managing a budget.</p> <p>Experience of planning, prioritising and managing high workloads with minimum supervision.</p> <p>Working as part of a multidisciplinary/multi agency team.</p> <p>Experience of managing and building teams, with the ability to create, lead and motivate a flexible and responsive team in a rapidly changing area.</p> <p>Experience of successfully leading the development of multi-agency policy, training, and communications to meet strategic priorities.</p>	

<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>There will be exposure to unsavoury, confidential and sensitive issues where the careful and effective handling of such matters is essential.</p> <p>Knowledge and application of safeguarding laws, policies and procedures to safeguard vulnerable groups.</p> <p>Requirement for high levels of integrity, tact, resilience, and discretion, which are essential when dealing with sensitive intelligence and other information.</p> <p>Oversee / evaluate the application of risk assessment tools and ensure staff are adequately safety planning to ensure client safety.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tiers 4 core accountabilities attributes and behaviour indicators.