

## Jersey Domestic Abuse Support Team Manager

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**Department:** Justice & Home Affairs

**Division:** States of Jersey Police

**Reports to:** Service Manager Jersey Domestic Abuse Support

**JE Ref:** JHA1113

**Grade:** CS10

**JE Date:** 24/04/2023

### Job Purpose

To support the JDAS Service Manager with the operational and administrative management of the frontline domestic and sexual abuse service, including the line management of staff on a day-to-day basis. The Team Manager will support, motivate, and develop staff to ensure services are delivered to the highest standard and that client's safety is prioritised.

### Job Specific Outcomes

1. Undertake line management responsibility including the provision of day-to-day supervision and case management for frontline staff.
2. Support the team and Service Manager to ensure front line services are always delivered to a high standard and in accordance with national best practice.
3. 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.
4. Assist with the development and implementation of policies, processes and procedures to ensure effective departmental operations and administration.
5. Represent the service on an operational level, within multi agency partnerships when required and ensure that safety is kept central to the response to domestic and sexual abuse.
6. 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.
7. Supervise the collection of intake/exit and qualitative data to enable effective monitoring and evaluation to inform service and strategic development.
8. Plan and coordinate operational tasks to ensure service delivery, which supports the provision of assistance to victims of sexual and domestic abuse in response to their needs.
9. Plan and deliver awareness training to key agencies/stake holders and promote the work of JDAS amongst partners and with the public.
10. Provide cross over support for the SARC / Witness Care Team Manager where appropriate.
11. 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

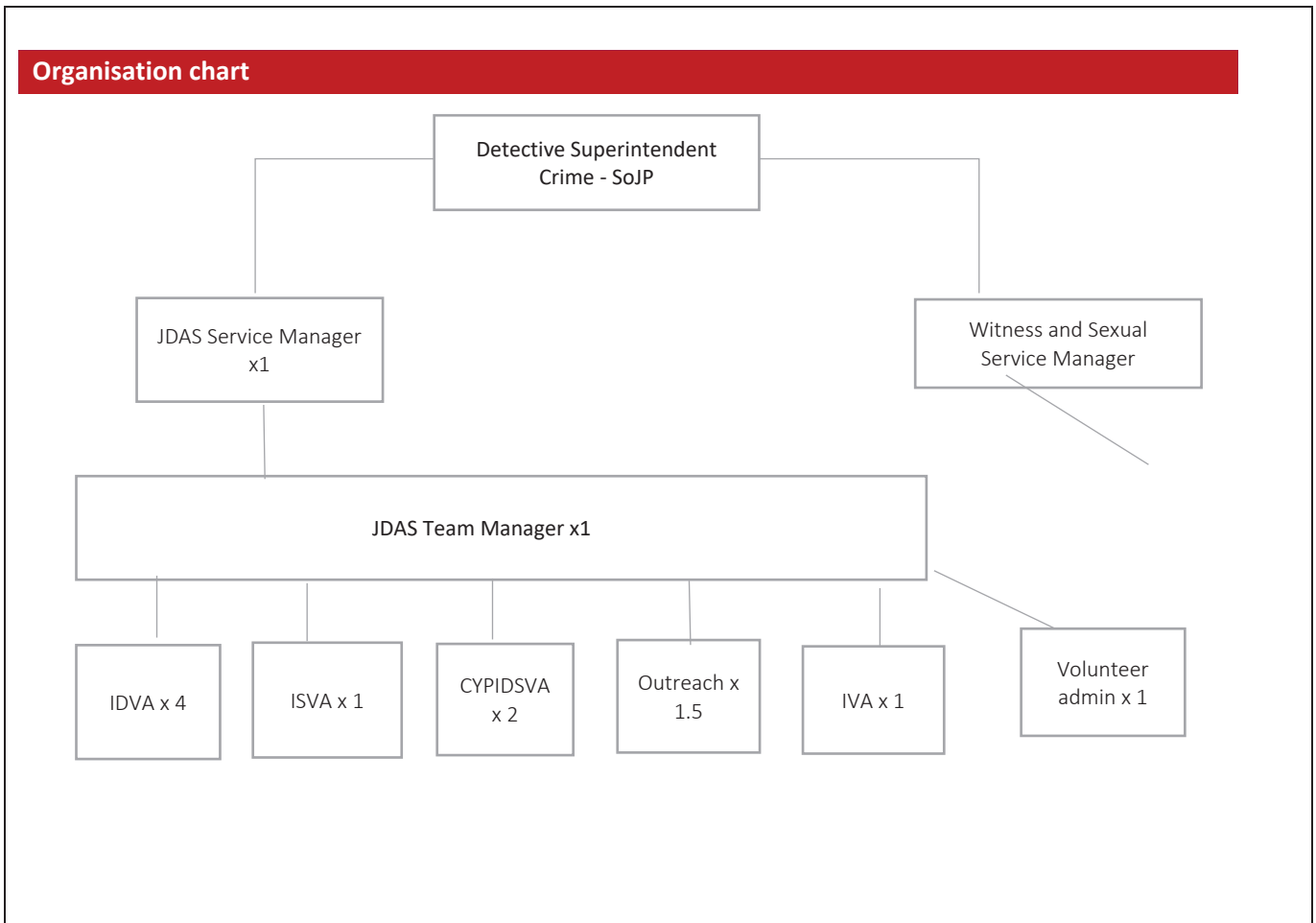
Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

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
<p><b>Qualifications</b> <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant degree and/or equivalent experience in a criminal justice related field.</p> <p>Management or leadership qualification or relevant experience.</p>	<p>The post holder will be expected to complete and pass relevant training, including Safelives IDVA/ISVA/Outreach training.</p> <p>PTLLS Qualification (Preparing to teach in the lifelong learning sector) Safeguarding</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> 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>Trauma informed practice.</p>	<p>Experience of working to criminal legislation, including special measures (Criminal Procedure Law).</p> <p>Knowledge and experience of HR and employment policies.</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent written communication skills.</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 conduct case management.</p>	
<p><b>General Skills/Attributes</b> <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>Excellent interpersonal skills, including good written and verbal communication.</p> <p>Attention to detail and accuracy.</p> <p>Ability to problem solve efficiently and effectively, quickly adapting to dynamic situations in a rapidly changing environment.</p> <p>Ability to delegate tasks appropriately.</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>Supervisory or management skills including assisting with recruitment and retention.</p> <p>Evidence of critical thinking skills and the ability to develop teams, ideas and concepts.</p>
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism.</i> <i>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 planning, prioritising and managing high workloads with minimum supervision.</p> <p>Working as part of a multidisciplinary/multi agency team.</p>	
<p><b>Criteria relating to Safeguarding</b></p>	<p>There will be exposure to unsavoury, confidential and sensitive issues where the careful</p>	

<p><i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>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 5 core accountabilities attributes and behaviour indicators.