



## **Job Description and Person Specification**

|                              |  |
|------------------------------|--|
| <b>Post Title:</b>           | <b>Joint Advocacy Service Manager</b>                  |
| <b>Contract Type:</b>        | <b>Permanent (subject to funding)</b>                  |
| <b>Hours:</b>                | <b>Full Time (35 hours per week)</b>                   |
| <b>Salary:</b>               | <b>£38K - £40K dependent on experience</b>             |
| <b>Place of Work:</b>        | <b>Southall</b>  |
| <b>Responsible to:</b>       | <b>Executive Director</b>                              |
| <b>Responsible for:</b>      | <b>IDVAs, Helpline Advisor and Advocacy Volunteers</b> |
| <b>Application Deadline:</b> | <b>Friday 1<sup>st</sup> April 2022 (5pm)</b>          |
| <b>Interview Date:</b>       | <b>Wednesday 6<sup>th</sup> April 2022</b>             |

### **About Southall Black Sisters**

Originally set up in 1979, Southall Black Sisters (SBS) has established itself as an iconic organisation working in West London, but with a national reach and reputation for its landmark legal interventions, its targeted campaigns to bring about changes in policy for the benefit of Black and minoritised women, and its unique approach to advocacy and casework.

In 1983, SBS set up a not for profit, advice, campaigning, resource, and advocacy centre for Black and minoritised women, with a particular focus on the needs of South Asian women. SBS' casework has highlighted flaws in community and state responses to the needs of Black and minoritised communities, which have often ignored the plight of the most vulnerable, especially women and children. Our casework focuses on violence against women and girls, including specific forms of violence including honour-based crimes, forced marriage and related problems such as religious and cultural pressures to conform, racism, homelessness, housing, matrimonial, child custody and immigration matters. Our work by its very nature must address issues of multiple discrimination, involving the simultaneous experience of race, sex, and other forms of discrimination.

### **Job Description**

#### **Job Purpose:**

- To jointly manage SBS's advocacy services and Helpline, with the current Advocacy manager, ensuring contract compliance in all areas.
- To ensure the provision of high quality, effective frontline services for women experiencing VAWG, in compliance with national service standards, relevant kite marks, best practice guidelines and internal service standards.
- To ensure the service user voice is at the heart of all service delivery and development.
- To ensure compliance with all SBS policies and procedures including Safeguarding.
- To be responsible for the collation of statistics and reporting to funders on a timely basis.

## **Key Responsibilities:**

### **Service development and delivery**

**(This role involves joint working with the current Advocacy manager)**

- To develop, manage, and lead a team that keeps the safety of victims of VAWG central to all processes.
- To act as the Designated Safeguarding Lead for Advocacy Services and the Helpline, ensuring organisational, sector and London-wide Safeguarding Procedures are adhered to, referrals made in a timely fashion and accurate records maintained.
- To oversee the administration of welfare grants programmes for clients.
- To oversee the day-to-day management of staff, ensuring appropriate and effective delivery of services to victim/survivors.
- To establish both team and individual work programmes and targets, annual performance appraisals and develop individual annual employee development plans (including training) with team members.
- To take responsibility for all staff-related issues including monitoring of leave and absence, and to coordinate grievance and disciplinary proceedings as necessary/appropriate.
- To oversee the recruitment, induction, and probation of IDVAs and Helpline Advisors, overseeing employee record keeping and other administrative forms.
- To develop, agree and manage Budgets for the Advocacy Services and Helpline alongside other relevant SBS staff including the Executive Director, Finance Manager and Operations Manager.
- To ensure appropriate communication within the Advocacy services and Helpline team, including organising and leading regular team meetings.
- To ensure after hours emergencies relating to the Advocacy Services or Helpline are dealt with as appropriate.
- To liaise with service users to carry out regular service audits, to deal with complaints and to ensure the voice of service users informs service delivery and development.
- To maintain a complaints register.
- To ensure the service recognises the needs and concerns of a diverse range of survivors and addresses them appropriately by working proactively to ensure a non-discriminatory service is accessible to all clients.
- To ensure that service users receive an appropriate service by developing, implementing, and monitoring service delivery methods.
- To maintain up to date knowledge on issues relevant to Advocacy service users and staff and developing information resources.
- To take responsibility for Health and Safety within the Advocacy and Helpline services.
- To participate in the provision of advice, information, and training to SBS staff as necessary.
- To maintain basic financial and administrative systems.

### **Multi-agency strategic partnership working**

- To represent SBS at relevant multi agency strategic meetings, feeding back initiatives and outcomes internally as appropriate.
- To ensure the active involvement of the service in the MARAC process.
- To maintain effective relationships with commissioners, funders and other relevant stakeholders and partners.
- To liaise with relevant professionals and agencies including solicitors, social workers, and police officers as appropriate.

## Monitoring and evaluation

- To ensure effective monitoring and evaluation systems are in place to support contract compliance and identify service gaps.
- To ensure routine Reports/Returns are provided for commissioners and funders as per contract expectations.
- To provide statistics and reports to the Executive Director, Operations Manager and Management Committee as required.
- To provide the Senior Legal, Policy and Campaigns Officer and Fundraiser with the statistics and case studies required to facilitate impactful communication with stakeholders and the wider world.
- To manage the online case management and statistical reporting system used by SBS.
- To ensure compliance is assured in relation to data privacy, safeguarding, financial obligations, and other relevant legislative requirements such as health and safety legislation, safeguarding and any other legislation connected to funding and service level agreements.

## General

- To act as an ambassador for SBS, championing the organisation's values and behaviours, including providing an effective challenge to behaviour at all levels which does not reflect SBS values.
- To attend meetings and training relevant to the role as agreed with the Executive Director/Operations Manager.
- To carry out your own administrative duties including maintaining accurate records and producing written reports.
- To carry out other tasks as are reasonably required to help the organisation deliver its strategic goals.

***It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.***

## Person Specification

**Your application must give clear examples of experience, knowledge, skills, and abilities gained in both paid and/or unpaid (volunteer) work in relation to EACH of the Person Specification criteria.**

| Specification  | Essential or Desirable |
|--|------------------------|
| <b>Experience</b>  |                        |
| Substantial leadership experience within an Advocacy/Advice Service, preferably within the VAWG sector   | E                      |
| Experience of working with survivors of domestic violence and other forms of violence and abuse  | E                      |
| Experience of providing non-judgemental, non-directive, and confidential support to Black and minoritised women, and of encouraging them to take control of their lives and set realistic objectives and goals | E                      |
| Experience of undertaking complex casework including immigration and NRPF cases  | D                      |
| Experience of staff management, supervision, and performance development tools   | E                      |

|   |   |
|---|---|
| Experience of working within a multi-agency framework and representing an organisation at stakeholder meetings  | E |
| Experience of ensuring contract compliance through the implementation of effective monitoring and evaluation systems  | E |
| Experience of collecting and analysing statistics and producing high-quality written reports  | E |
| <b>Knowledge</b>  |   |
| A sound understanding of the practical, emotional, social, and economic issues facing Black and minoritised women affected by domestic violence and other forms of violence and abuse | E |
| Knowledge of the range of options available to survivors of domestic abuse including safe housing, criminal justice, and civil remedies   | E |
| Knowledge of relevant Safeguarding Adults and Children legislation and best practice  | E |
| Understanding of multi-agency partnership structures, including the MARAC, in responding to domestic violence and other forms of violence and abuse                                   | E |
| Working knowledge of current immigration, policing, and social housing issues relevant to domestic abuse and other forms of violence and abuse  | D |
| <b>Skills</b>   |   |
| Ability to speak a South Asian or African language  | D |
| Ability to demonstrate empathy for the issues and barriers faced by Black and minoritised women   | E |
| Ability to maintain professionalism when dealing with crises and challenging situations   | E |
| Ability to plan and manage a complex workload, meet deadlines, problem-solve, and respond to unplanned demands  | E |
| Ability to work effectively on own initiative, with minimal direct supervision, independently and as part of a team   | E |
| Ability and willingness to challenge inappropriate work practices and support team members to develop   | E |
| Ability to build and maintain effective working relationships with other teams and external organisations that offer services to SBS service users                                    | E |
| Excellent written and verbal communication skills   | E |
| Ability to use Microsoft Office (Word, PowerPoint, Excel, Outlook, and OneDrive) and other databases and systems relevant to Advocacy and Helpline services                           | E |
| Ability to work flexibly and proactively, with strong organisational and administrative skills  | E |
| <b>General</b>  |   |
| OISC Level 2 accreditation or willingness to achieve this   | D |
| A SafeLives qualification or equivalent   | D |
| Commitment to the purpose and values of Southall Black Sisters  | E |
| A commitment to keeping service users at the heart of service delivery and development  | E |
| A high level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others  | E |
| An open, participative management style   | E |
| A commitment to lifelong learning and ongoing CPD   | E |
| An understanding of, and commitment to, shared responsibility in a team context, including covering for colleagues in cases of emergency  | E |
| A willingness to work flexible hours where required to meet the needs of service users  | E |

## **Application Process**

To apply for this post, please email your CV, a supporting statement of no more than two pages, and a completed copy of the Equality & Diversity Monitoring Form to [hr@southallblacksisters.co.uk](mailto:hr@southallblacksisters.co.uk). Your supporting statement should evidence how your skills and experience meet the requirements of the person specification.

Please include *Joint Advocacy Service Manager* in the subject line of your email.

Due to the nature of our work, this post is open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1). We particularly welcome applications from Black and minoritised women.