



## Introduction from the CEO

Dear Candidate,

Thank you for your interest in working for Southall Black Sisters.

Southall Black Sisters (SBS) was set up in 1979 as a specialist centre for Black and minoritised women. It was a direct response to the invisibility of Black and minoritised women in our own communities as well as in wider society, and to the ways in which our experiences of racism and gender inequality were ignored in law, policy, and the delivery of state services. From the outset, we were concerned about Black and minoritised women falling between the cracks in the struggles for better state responses to racial and gender inequality.

The campaigns that SBS has waged have sought to highlight and bring about changes in the social, political, economic, and cultural constrictions that have led women to our door. We have fought to liberate women from these constrictions and help them to assert their individual freedom and rights. Our services are in high demand and, although based in West London, we have a national reach. Our experience and expertise on the needs of Black and minoritised women has led to national and international recognition.

In this pack you will find:

- A Job Description
- A Person Specification

To be considered for this vacancy, please send us your CV and a covering letter, addressing how you meet the requirements in the person specification, together with the optional equalities monitoring form, by 10am on Monday 5<sup>th</sup> December 2022.

Applications should be sent to [hr@southallblacksisters.co.uk](mailto:hr@southallblacksisters.co.uk) with 'Head of Specialist Services' in the subject line.

We are only able to consider applicants who have the right to work in the UK.

Interviews will be held Friday 9<sup>th</sup> December 2022.

If you have any questions about the role, please contact [hr@southallblacksisters.co.uk](mailto:hr@southallblacksisters.co.uk)

Yours sincerely,

**Selma Taha**

Executive Director, Southall Black Sisters

## **Job Description**

<b>Post Title:</b>	Head of Specialist Services
<b>Employment term:</b>	Permanent, full time (35 hours per week)
<b>Salary:</b>	£42k - £45k depending on qualifications and experience
<b>Place of Work:</b>	Hybrid (Southall & remote)
<b>Responsible to:</b>	Executive Director
<b>Direct reports:</b>	5

### **Job Purpose**

To lead and manage SBS's specialist services, ensuring creative and effective relationships with partners and key stakeholders are developed and maintained in order to achieve a coordinated community response to Violence against Women and Girls. Specialist services include No Recourse to Public Funds services, harmful practices projects & counselling services.

### **Duties and Responsibilities**

#### ***Strategic & Operational Management***

- To contribute, as a member of the senior management team (SMT), to the development of SBS's strategic direction and operational activities in line with the direction set out and approved by the Management Committee, leading the specialist service delivery elements within the organisational strategy.
- To provide high-quality leadership and management to the specialist services team, ensuring effective performance management and a learning culture that enables continuous improvement in keeping with SBS's ethos and strategy.
- To oversee the recruitment, induction, and probation of the specialist services team, overseeing employee record keeping and compliance with policies and procedures including safeguarding, health & safety, GDPR and confidentiality.
- To ensure compliance is assured in relation to data privacy, safeguarding, financial obligations, and other relevant legislative requirements connected to funding and service level agreements.
- To ensure effective monitoring and evaluation systems are in place to support contract compliance and identify service gaps.
- To ensure routine reports and returns are provided for commissioners and funders as per contract expectations and statistics and reports are provided to the Executive Director and Management Committee as required.
- To ensure that all elements of specialist service delivery recognise 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 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.

#### ***Multi-agency & Partnership Working***

- To represent SBS at relevant multi-agency meetings, events, conferences, seminars and other forums, feeding back initiatives and outcomes internally.
- To develop and maintain creative and effective relationships with partners and key stakeholders in order to achieve a coordinated community response to Violence against Women and Girls.

- To support the policy, campaigns & research team to develop impactful policy work based on SBS's advice and casework, representing the needs and experiences of Black and minoritised victims of violence against women and girls.
- To work in close cooperation with the Head of Finance and SMT to secure the financial and other resources needed to support the delivery of specialist services.
- To ensure the active involvement of specialist services in the MARAC process.
- To liaise with relevant professionals and agencies including solicitors, social workers and police officers as appropriate.

### ***General Responsibilities***

- To adhere to SBS policies and procedures and ensure awareness and integration of an equalities and human rights agenda in all areas of work.
- To ensure compliance with all legal and contractual reporting requirements in relation to service delivery.
- To attend and lead team/staff meetings, supervision/appraisal, and other meetings as appropriate.
- To undertake any additional duties to contribute to the smooth running of the SBS centre, services, projects, and campaigns.

*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 should give clear examples of experience, knowledge, skills, and abilities you have gained in both paid and/or unpaid (volunteer) work in relation to the person specification criteria below.

Specification	Essential or Desirable
<b>Experience</b>	
Substantial leadership experience within an Advocacy/Advice Service, including experience of developing strategies, operational plans, and policies to meet the needs of Black and minoritised women	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 multi-agency strategic partnership working and representing an organisation at stakeholder meetings	E
Experience of improving performance and taking a leadership role in service initiatives and innovation	E
Experience of ensuring contract compliance and evidencing impact through the implementation of effective monitoring and evaluation systems	E
Experience of managing budgets	D
Experience of supervising complex casework including immigration and NRPF cases	D
<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 second language relevant to Black & minoritised women	D
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
Excellent written and verbal communication skills	E
Ability to use Microsoft Office (Word, PowerPoint, Excel, Outlook, and OneDrive) and case management systems	E
<b>General</b>	
A strong commitment to tackling all forms of violence against women and children within a secular framework, and to fighting for the freedoms and rights of women and girls	E
OISC Level 2 accreditation or willingness to achieve this	E
A SafeLives qualification or equivalent	D
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 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 the organisation	E