Job Description and Person Specification

Post Title:	Advocacy Service Team Manager
Contract Type:	Fixed Term until September 2028
Hours:	Full Time (35 hours per week)
Salary:	£36,960- £39,200
Place of Work:	Southall (up to 2 days WFH)
Responsible to:	Senior Services Manager
Responsible for:	4 x IDVAs

Job Description

Job Purpose:

To oversee the day-to-day running of the Advocacy team, ensuring the delivery of high-quality, trauma-informed information, advice, advocacy and support to Black, minoritised and migrant women affected by violence against women and girls (VAWG), including those with insecure immigration status, young women facing multiple disadvantages, and women experiencing or at risk of harmful practices.

To work closely with the Senior Services Manager and the Director of Services to ensure the effective management and delivery of SBS's advocacy services, providing line management, casework oversight, performance monitoring and quality assurance for a team of IDVAs. The postholder will also support effective partnership working and multi-agency responses to VAWG, ensuring services are delivered safely, and effectively and in line with SBS's values and organisational priorities.

Duties and Responsibilities

1. Team Leadership, Supervision, and Staff Development

- Provide day-to-day supervision, guidance, and line management to a team of Independent Domestic Violence Advisors (IDVAs), ensuring service users receive safe, high-quality, trauma-informed support.
- Set and oversee individual and team workplans in consultation with the Senior Services Manager, establishing clear objectives and regularly monitoring progress, performance, workloads and delivery against agreed priorities and service requirements.
- Provide practical induction, training, shadowing, and ongoing casework guidance to new members of the Advocacy team, alongside supervision and probation responsibilities.
- In conjunction with the Senior Services Manager, oversee the recruitment, induction, and probation of team members, ensuring compliance with SBS's policies and procedures.

- Implement effective performance management and foster a learning culture that supports continuous improvement in line with SBS's ethos and strategy.

- Manage day-to-day staff attendance, sickness absence, wellbeing and other people-management matters in accordance with SBS policies and procedures, seeking guidance from the Senior Services Manager and HR where appropriate.

- Identify, document, and escalate concerns relating to casework practice or performance, and support staff to address areas requiring improvement.

- Coordinate day-to-day team arrangements, including duty cover, rotas, and staff capacity, ensuring continuity of service during staff absences or shortages.

2. Casework Oversight and Service Delivery

- Allocate cases across the Advocacy team, regularly monitor caseloads, case progression, outstanding actions and capacity, and reallocate work where necessary to ensure cases are managed safely, effectively and within agreed timescales.

- Carry a small caseload of service users.

- Provide guidance and oversight on complex and high-risk cases, including safeguarding concerns, harmful practices, immigration issues, housing difficulties, and cases requiring urgent multi-agency intervention.

- Quality assures casework practice, including risk assessments (DASH RIC), safeguarding actions, case records, and support planning, providing guidance where improvements or further action are required.

- Ensure needs and risk assessments are carried out, and that referrals to and attendance at local Multi-Agency Risk Assessment Conferences (MARACs) take place effectively.

- Support the team to ensure service users with insecure immigration status receive appropriate and timely access to legal advice to progress their immigration status.

- Develop and maintain relevant knowledge of immigration advice and practice, including working towards IAA Level 1 accreditation where not already held, with training and support provided by SBS.

- Prepare and review specialist letters and professional evidence, including LASPO letters, supporting letters, and safeguarding referrals.

- Provide professional evidence and attend court or tribunal proceedings where required in connection with SBS's involvement with a service user.

- Ensure service delivery is inclusive, non-discriminatory, and continuously developed through staff training and feedback from service users.

- Work with the Senior Service Manager and Director of Services, as appropriate, to undertake service audits, respond to complaints and ensure service-user feedback informs service delivery and continuous improvement.

3. Contract Monitoring, Compliance, and Funded Projects

- Oversee contract monitoring, performance and reporting requirements across the team's funded projects, including monitoring outputs, outcomes and targets, ensuring the accuracy and timely submission of monitoring returns, case studies and reports, and maintaining compliance with relevant contractual and legal requirements. Work closely with the Senior Service Manager, Director of Services, Finance team and Senior Leadership Team (SLT) to ensure compliance with SBS's financial policies, procedures and relevant funding requirements.

- Ensure effective use of the Case Management System (CMS) and other data systems, in accordance with confidentiality and GDPR requirements.

4. Multi-agency Advocacy and Partnership Working

- Liaise directly with, and escalate to, local authorities, Children's Services, police, the Home Office, solicitors, housing providers, and other statutory and voluntary sector agencies, particularly where clients face barriers to accessing safety, safeguarding, or other support.

- Ensure SBS is represented at key multi-agency meetings, local events, and other forums, feeding back initiatives and outcomes internally.

- In conjunction with the Director of Services, develop and maintain effective relationships with partners and key stakeholders to achieve a coordinated community response to VAWG.

- Support the policy, campaigns, and research team to develop impactful policy work based on SBS's advice and casework, representing the needs and experiences of Black and minoritised victim-survivors of VAWG.

- Contribute to the development and implementation of SBS's operational priorities and service improvements, working with the Senior Services Manager and Director of Services in line with the organisation's strategic objectives and the direction agreed by the Board of Trustees.

5. General Responsibilities

- Promote and reflect the values of Southall Black Sisters in all areas of work, including respect for the rights, dignity and agency of Black, minoritised and migrant women and girls.
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- Actively uphold SBS's core values, including anti-racism, secularism, intersectional feminism and a commitment to human rights and social justice.
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- Adhere to SBS's policies and procedures, including those relating to equality, safeguarding, confidentiality, health and safety and data protection.
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- Participate in supervision, appraisal, training and team meetings as required, contributing to organisational learning and service development.

- Work collaboratively with colleagues across SBS and with partner organisations, contributing to a positive and inclusive working culture.
- Undertake any other reasonable duties appropriate to the post and contribute to the smooth running of SBS's services, projects and campaigns.

Person Specification

Your application should give clear examples of experience, knowledge, skills, and abilities gained through paid and/or unpaid work (e.g., volunteering or campaigning).

Key:

E = Essential (must-have criteria)

D = Desirable (criteria that will strengthen your application)

*** = Criterion used for shortlisting**

Qualifications and Experience		
Specification	**E/D Shortlisting**	**Assessed Via**
SafeLives/Women's Aid IDVA/DAPA qualification, or willingness to complete this.	**E***	Application
IAA (formerly OISC) Level 1 accreditation, or willingness to achieve this.	**E***	Application
Experience of line managing and supervising staff, including setting objectives, monitoring performance, managing workloads, supporting staff development and addressing performance concerns.	**E***	Application & Interview
Considerable experience of working with victim-survivors of domestic abuse and other forms of VAWG within a trauma-informed and inclusive framework.	**E***	Application
Experience providing advice, advocacy, or casework to Black and minoritised women, including those with insecure immigration status, and managing caseloads.	**E***	Application & Interview
Experience providing non-judgemental, confidential support and enabling victim-survivors to take control of their lives and set realistic goals.	**E***	Application & Interview
Experience of allocating and monitoring caseloads, overseeing case progression and quality assuring the casework of others, including risk assessments, safeguarding actions and case recording.	**E***	Application & Interview
Experience working within a multi-agency framework, including escalating concerns with statutory agencies.	**E***	Application & Interview

Experience of monitoring service performance, including progress against targets, outputs and outcomes, maintaining accurate records and contributing to contractual monitoring and reporting requirements.	**E***	Application & Interview
Knowledge		
Specification	**E/D Shortlisting**	**Assessed Via**
Understanding of the practical, emotional, social, and economic issues facing Black and minoritised women affected by domestic abuse and other forms of VAWG.	**E***	Application & Interview
Knowledge of survivor support options including safe housing, criminal justice, and civil remedies.	**E***	Application & Interview
Knowledge of safeguarding children and vulnerable adults.	**E***	Application & Interview
Working knowledge of current immigration, welfare benefits, policing, and social housing issues relevant to domestic abuse and other forms of VAWG.	**E***	Application & Interview
Skills		
Specification	**E/D Shortlisting**	**Assessed Via**
Ability to coordinate day-to-day team operations, manage competing priorities and staff capacity, and ensure continuity of service delivery.	**E***	**Application & Interview**
Ability to manage a caseload, prioritise workloads, and meet deadlines for self and team.	**E***	Application
Demonstrated empathy and understanding of the barriers faced by Black and minoritised women.	**E***	Interview
Ability to maintain professionalism when dealing with crises and challenging situations.	**E***	Interview
Ability to build and maintain effective relationships internally and with external organisations.	**E***	Interview
Excellent written and verbal communication skills.	**E***	Application & Interview
Ability to produce clear, accurate professional evidence and supporting letters, and to give evidence in court or tribunal where required.	**E***	Application & Interview
Competence using Microsoft Office and case management systems.	**E***	Application
Strong organisational and administrative skills; ability to work flexibly and proactively.	**E***	Application
Ability to speak a language relevant to Black and minoritised women.	D	Application
Other		
Specification	**E/D Shortlisting**	**Assessed Via**

Commitment to tackling all forms of VAWG within an anti-racist, secular, feminist, and human rights framework, and to fighting for the freedoms and rights of women and girls.	**E***	Application & Interview
Willingness to work flexible hours where required to meet the needs of service users.	**E***	Application

It is essential to the development of SBS' service delivery that the post holder is able to respond flexibly to changing service needs and requirements. This job description is therefore a guide and not an exhaustive list of all responsibilities, and it may be subject to review over time.

This vacancy is open to Black and minoritised women only, in accordance with the Equality Act 2010, Schedule 9, Part 1, due to the nature of the role and the work of the organisation.

We reserve the right to close this advert early if we receive a high volume of strong applications, so we encourage early submissions.