



## **Domestic Abuse Specialist Accommodation Services Manager 37 hrs per week**

### **Job Description**

*Women's Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.*

- Job title:** Accommodation Services Manager
- Responsible to:** Area Manager
- Location:** To be based in Ballymena Accommodation
- Duration:** Ongoing contract – Supporting People Funded

#### **Aim of Post:**

To ensure the effective and efficient management of Accommodation Services within the aims and principles of Women's Aid.

#### **Job Purpose:**

Responsible for provision of a high standard of services and support for women and children seeking crisis accommodation; staff management, supervision and support; staff development; implementation of agreed policies and procedures to ensure consistency in working practices; development and application of crisis management procedures as appropriate.

### **KEY RESPONSIBILITIES**

#### **Support for Women & Children**

- To ensure that a high standard of support for women and children living in crisis accommodation is maintained.
- To ensure the accommodation provides a positive environment for all those living there.
- To ensure that women living in the accommodation are involved in the decision making and day-to-day running of the facility.
- To ensure that house meetings take place weekly.
- To work closely with ABCLN Community Support Teams across the region.

### **On-Call**

- To ensure that 24-hour cover is maintained for the service and ensure that out of hour emergencies/crises are dealt with appropriately

### **Staff Management**

- To implement a comprehensive induction for new staff with ongoing supervision and direction.
- To supervise, support and motivate members within the team; and to provide effective intervention as appropriate.
- To provide formal supervision to all staff for whom you have direct responsibility, including the implementation of a formal performance management process. Ensure staff have set objectives and ensure performance against objectives is routinely discussed, assessed and measured.
- To implement the agreed performance management process ensuring staff receive objectives, regular feedback and formal performance appraisals.
- To assess development needs and aspirations within the team and ensure appropriate developmental opportunities are implemented to meet those needs and that of the organisation.
- To hold regular meetings with team members to ensure consistency of approach and high standard of service.
- To advise and liaise with the Area Manager over staff issues as appropriate.
- To ensure adequate and appropriate on-going training for staff as appropriate in consultation with Area Manager.
- To ensure good communication amongst team members. Continuously review communication channels, methods and content with the aim of improving internal communications and ensuring a 2-way approach.

### **Policy**

- To ensure that the service adheres to Regional/Area and Local Women's Aid policies and procedures as agreed.
- To co-ordinate the implementation of agreed policies with regard to public policies at a local level and to ensure a consistent approach in the application of those policies and procedures.

### **Premises**

- To ensure the maintenance and general upkeep of the physical standards of the accommodation.

### **Health & Safety**

- To ensure that health and safety regulations are adhered to; and that a healthy and safe environment is maintained for residents, staff, volunteers and visitors within the premises.
- To be a key advisor in the development and application of crisis management plans.

### **Project Development**

- In conjunction with other team members identify areas of development both within the accommodation facilities and Women's Aid ABCLN as a whole. To monitor and evaluate such projects as appropriate.

**Public Relations/Promotion Work**

- Work closely with the Area Manager to maintain reputation and good public relations within the communities in which we operate.
- To ensure that good public relations are maintained between accommodation services and relevant statutory agencies.
- To contribute to the implementation of promotional work at local level

**Finance/Fundraising**

- To ensure that services operate within the agreed revenue and capital budget.
- To ensure that financial control and accountancy systems are adhered to within the project.

**Advisory**

- To advise SMT on the staffing and financial needs of accommodation services and any ongoing developments relating to accommodation issues; and any difficulties or areas of concern occurring within accommodation; other issues as required.

**Volunteers**

- To contribute to the training, supervision and support of volunteers within the accommodation.

**Area & Regional Work**

- To ensure participation in Area and Regional meetings, training etc.

**Reports & Meetings**

- To provide verbal and written reports as required.
- Utilise excellent IT skills to maintain accurate and confidential case management records and contribute to the monitoring for the service.
- To attend regular meetings with Area Manager and ensure that good communication is maintained; and to attend other meetings as necessary to the smooth running of accommodation services.
- To prepare for and attend regular supervision sessions.

**Confidentiality**

- To respect the confidentiality of all information received as a result of postholder's duties.

**Training**

- Embrace personal development and be aware of the need for ongoing self-development and training. In consultation with the Area Manager complete a skills assessment and develop a Training Plan to address any gaps.
- Attend relevant training courses as required.
- To contribute to training and awareness-raising aspects of work with community, voluntary and statutory groups, when required and as directed by the Area Manager.

## REQUIRED COMPETENCIES

### People & Team Management

Effective at building and leading high performing teams. Able to attract, retain, motivate and develop staff inspiring people to develop and improve. Ability to work flexibly as part of a team.

### Communication

Confident and professional communicator both verbal and written. Tailors their message and style to engage their audience. Provides clarity in difficult communications. Good interpersonal skills and the ability to work with groups.

### Managing Relations

Develops and maintains effective internal and external relationships. Supports teamwork and collaboration. Can defuse situations of possible conflict with ease.

### Taking Ownership

Takes personal responsibility for their own/team's performance ensuring clear delegation of responsibilities and accountabilities. Champions continuous improvement.

### Professional Integrity

Leads by example – inspires and motivates others to do the right thing and demonstrate Women's Aid values. Seen as trustworthy. Creates an environment that deals openly, honestly and fairly with feedback and conflict.

***Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.***

**Hours of Work:** 37 hrs per week

There will be some evening work and occasional weekend work.  
Time- In-Lieu can be taken for additional hours worked.

**Salary Scale:** £33,366 - £35,235

Women's Aid ABCLN offer a competitive **Benefits Package** including:

- Incremental Salary Scale
- 25 Days Annual Leave increasing to 27 Days after five years' service and 30 Days after 10 years' service, plus 12 Statutory Holidays
- Generous Pension with Employer Contribution of 8% plus Life Insurance
- Enhanced Occupational Sick Pay
- Carers Leave
- Comprehensive Induction & Training
- Regular Supervision
- Flexible Working options

## Personal Specification

**Job Title:** Domestic Abuse Specialist - Accommodation Services Manager

FACTOR	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p><b>Qualifications and Experience</b></p>	<ol style="list-style-type: none"> <li>1. Minimum of 2 years experience (20 hours or more per week) directly managing staff and in service provision.</li> <li>2. At least 2 years experience in hostel/residential services</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2 years experience providing services to women and children in crisis.</li> </ol> <ol style="list-style-type: none"> <li>3. Ability to create and manage staff rotas to ensure adequate cover for service delivery.</li> </ol>	<ol style="list-style-type: none"> <li>1. A relevant Social Science Degree</li> </ol>
<p><b>Knowledge / Understanding</b></p>	<ol style="list-style-type: none"> <li>1. Knowledge and understanding of the legislative framework relating to domestic abuse and child protection/adult safeguarding particularly in relation to domestic abuse.</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge/ understanding of NIHE Supporting People Quality Monitoring Tool QMT (interview)</li> </ol>

<p><b>Skills and Aptitudes</b></p>	<ol style="list-style-type: none"> <li>1. Excellent leadership and interpersonal skills with the ability to provide emotional and practical support and guidance.</li> <li>2. Excellent planning and organisational skills and the ability to monitor and review support plans.</li> <li>3. Ability to work alone and use own initiative.</li> <li>4. Ability to develop, apply and follow rules, procedure and processes as appropriate.</li> <li>5. Competent in the use of IT systems (including Microsoft packages).</li> </ol>	
<p><b>Special requirements</b></p>	<ol style="list-style-type: none"> <li>1. Hold a current driver's license which is valid for use in the UK and have access to a car on appointment. These criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of approved transport which will permit them to carry out the duties of the post.</li> <li>2. Participate in a working rota – this involves both evening and weekend working and includes participation in the Manager 'on call' rota (response time 30 minutes).</li> </ol>	