

Job Description

Position Title: IDSPA, Advocacy and Outreach Manager

Hours of work	36 hours (full time)
Salary	£31,930.00 - £38,110.00 depending on experience
Benefits	28 days annual leave pro rata, plus bank holidays 24/7 emotional and practical support and external clinical supervision A generous individual training budget to support your ongoing professional development
Contract type	Permanent Contract
Accountable to	Head of Services
Location	Based across our offices (Aylesbury and Milton Keynes) with occasional home working plus working in the community to promote the service

Purpose:

The postholder will be responsible for supporting and managing a team of Independent Domestic and Sexual Violence Advocates (IDSVAs) and an Advocacy and Outreach Worker. They provide emotional and practical support and advocacy to adult survivors of domestic and sexual violence, with a specific outreach function to engage with marginalised communities.

As a Manager, the postholder will be responsible for the operational management of the Advocacy and Outreach team including people and service management in addition to working with the wider management team at SAASSBMK and raising awareness of our services with partners.

This post will be subject to an enhanced DBS check. We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as people from Black, Asian and minority ethnic backgrounds, disabled people, and LGBTQI+ people.

We would discourage you from deselecting yourself if you are in doubt about meeting all the criteria. Instead, if you have specific questions about the role or if we can make the recruitment process easier through accommodation, please do get in touch by phone (01296 392468) or email (recruitment@saassbmk.org.uk).

Service Background:

Sexual Assault and Abuse Support Service Buckinghamshire and Milton Keynes (SAASSBMK) provides support to anyone over the age of 16, regardless of gender,

religion, ethnicity, sexuality or socio-economic background, who has experienced sexual violence.

We have provided an IDSVa and Outreach service since 2022 to survivors of all genders over the age of 16 across Buckinghamshire and Milton Keynes. As part of this service, we offer bespoke support to male and LGBT+ survivors in Buckinghamshire.

Main responsibilities:

Service Delivery & Development

- To work closely with the Advocacy and Outreach team to ensure all survivors are receiving a prompt and high-quality service.
- To manage the IDSVa waiting list and be proficient and confident to triage service users and match and introduce IDSVa or Advocacy workers to service users, depending on service user need, location and any specialism required.
- To ensure appropriate safeguarding and risk and needs assessments are conducted and service users are provided with appropriate support, including ensuring smooth entry to other SAASSBMK services or appropriate external signposting or referring.
- Ensure that all staff and volunteers maintain accurate, confidential service user records and respond to third party requests for confidential notes, following SAASSBMK's policies and procedures.
- To ensure there are suitable and welcoming spaces for advocacy and outreach services to be delivered from.
- To recognise, respect and address the needs of survivors who face particular barriers when seeking help, including those from marginalised groups.
- To hold a small caseload of service users.
- To support the Head of Services in regular reviews of the service, including reviewing targets and outcomes.
- To ensure the service is delivered with adherence to SAASSBMK's budget and commissioning/other agreements.
- Implementing and monitoring systems to ensure that the Advocacy and Outreach service is meeting the requirements of its funders including completion of monitoring requirements within given timescales.
- To collect maintain, analyse and report quantitative and qualitative data and ensure prescribed outcomes and delivery.
- Ensure service user records including the database and documentation are up-to-date, accurate, and kept confidential in line with SAASSBMK's policies and procedures and GDPR requirements.
- Ensure the effective implementation of SAASSBMK's complaints policy, ensuring service user are aware of complaints procedures and that all complaints are responded to in a timely manner.

- To take immediate safeguarding action where necessary and act as a Designated Safeguarding Lead for the organisation.

People Management

- To be responsible for the day-to-day management of the Advocacy and Outreach team, the recruitment and induction of team members, overseeing personnel record keeping and other administrative processes.
- To ensure all staff have clear objectives and targets that are aligned with strategic objectives and that performance is regularly reviewed in line with SAASSBMK policies and procedures.
- To ensure all staff receive regular support, supervision and training and development in line with SAASSBMK policies and procedures.
- To hold regular case management meetings in order to communicate information regarding cases and ensure appropriate action is taken in a timely manner.
- To work with the Head of Services and CEO on employee relations and HR issues as necessary.

Partnership working

- To develop and maintain effective relationships with key partners including police, CPS, court services, social care, education, Victim Support, witness service and other voluntary and statutory services.
- Organise and attend external meetings/events as appropriate and represent SAASSBMK in a professional manner. Work with the CEO and Head of Services to ensure attendance at relevant external groups and attending multi-agency panels in order to discuss the needs and challenges facing SAASSBMK and the survivors we work with.
- To specifically work with Buckinghamshire Women's Aid organisations to ensure a smooth referral pathway.
- To identify and pursue opportunities for partnership working within the network, including reciprocal training, joint service delivery and capacity-building projects.

Wider Organisational Support

- To work with other service managers and coordinators with regards to advocacy needs, reviewing and approving letters of support for service users.
- To act as a source of specialist advice and support to the wider staff and volunteer teams regarding complex issues that might arise from their work with service users.

- To be involved in the development of relevant policies and procedures for the service and wider organisation, and to abide by them.

General Responsibilities

- Monitor, maintain, plan, and prioritise own workload.
- Attend regular line management, clinical supervision, training and team meetings and events as required.
- Maintain and improve competencies through continuous professional development.
- Abide by all organisational policies, codes of conduct and practices.
- Actively support and promote inclusion, diversity, and equality of opportunity in the workplace.
- Treat confidentially any personal, private, or sensitive information about service delivery, individual organisations, service users and staff, in line with SAASSBMK's policies.
- Carry out occasional evening and/or weekend work as required
- Carry out duties as may arise, develop, or be assigned in line with the broad remit of the position to contribute to the smooth functioning of the organisation.

Person Specification

Specification	Essential	Desirable
Knowledge		
A formal IDVA or ISVA qualification from a recognised provider	X	
An excellent understanding of the needs of people affected by domestic abuse and sexual violence	X	
Knowledge of adult and children safeguarding protection, procedures and legislation	X	
A good understanding of data protection and confidential working practices.	X	
An excellent understanding of men and LGBT+ identifying people and the factors affecting their lives.		X
Experience		
Experience of supervising staff or volunteers who are working with vulnerable people	X	
Experience of working in multi-agency settings including statutory and voluntary services, with experience of developing and maintaining partnerships	X	
Experience of project management, particularly developing services including pathways, protocols and procedures	X	
Experience of maintaining clear boundaries	X	
Development and implementation of new policies or processes and demonstrating impact	X	
Experience of working or volunteering in the Rape Crisis or Women's Aid networks		X
Skills		
Excellent prioritisation, planning and managing own workload	X	
Good organisational skills, including collating and processing information for statistical purposes	X	
Strong IT skills, including the ability to use Word, Excel, PowerPoint and databases	X	
Excellent team working skills and ability to build positive relationships with colleagues and partner agencies	X	
Good verbal and written communication	X	
High degree of self-motivation and ability to work both independently and as part of a team	X	
Ability to cope with and contribute to a changing and developing organisation	X	
Personal Qualities		
Kind, compassionate and non-judgemental	X	

Committed to working within the ethos of SAASS BMK's core values, including the commitment to equality, diversity and inclusion	X	
A positive and creative approach to tackling tasks and problems	X	
Commitment to professional development and willingness to undertake training required for the role.	X	