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| **Job Title** | Operations Manager (Refuge) |
| **Salary** | £35,000 |
| **Responsible To** | Operations Director |
| **Hours** | 35 hours per week |

**Job Description**

*This post will be subject to an enhanced DBS check and there is an Occupational Requirement under the Equality Act 2010 Schedule 9 (Part 1) for the post holder to be a woman.*

Leeds Women’s Aid (LWA) is the largest women’s charity in Leeds, and has been providing support to women and children affected by Domestic Violence and Abuse (DV & A) for over 45 years. We are committed to our values and strive to embody them in everything we do. We provide a range of the very best services for vulnerable women and families who are victims and survivors of: domestic, sexual & honour- based violence and abuse; forced marriage; trafficking; stalking and harassment.

LWA is the lead agency for commissioned Leeds Domestic Violence Service (LDVS), a consortium of 3 agencies offering support to women, men and transgender/non-binary people. This service works within a multi-agency framework provides high quality, pro-active service to victims of domestic, sexual and honour- based violence and abuse, stalking and forced marriage, often those at the highest risk.

LWA is also the lead agency in the innovative and unique Women’s Lives Leeds (WLL) partnership, funded by the National Lottery Community Fund, consisting of 11 women’s and girls’ organisations. Working with vulnerable women and girls, our vision is that many more women and girls in Leeds will have their needs met and be empowered to lead safer and healthier lives.

# Purpose of Job

The Operations Manager (Refuge) will have an overview of the day to day management of the supported housing services within LWA including those commissioned by Leeds City Council and provided through LDVS. They will influence the strategic development of supported housing services in conjunction with the Operations Director.

# Physical Conditions

The Operations Manager (Refuge) will be based within one of the refuge sites. She will be expected travel between supported accommodation/refuge sites and Head Office.

# Economic Conditions

The salary will be £35,000. Hours of work are 35 hours per week. Some weekend and evening work may be required.

# Responsibilities

Responsible to:

The Operations Manager (Refuge) will be line managed by, and be responsible to, the Operations Director. All paid members of staff are accountable to the Chief Executive, and ultimately the Trustees of Leeds Women’s Aid, and will work according to policies and procedures agreed by them.

Responsible for Line management of:

* 2 Refuge Team Leaders
* The Out of Hours Team Leader (OOH TL)
* The Housing Management Co-ordinator
* The Children’s lead worker

And close liaison with:

* Operations Manager (Community)
* LDVS Team Leaders
* Relief and Volunteer Co-ordinator

# Main Duties

1. To ensure effective day to day management of supported housing services to Service Users (SUs) and children who have experienced domestic violence.

Supported Housing currently consists of:

1. Commissioned, all self-contained - a main high security refuge with 24-hour staffing and one 4-unit house with some staffing and 10 dispersed properties
2. Independent, all shared accommodation – 2 main refuges with staffing during the day
3. To ensure appropriate monitoring is in place for each service and that all staff adhere to these requirements.
4. To provide regular reports to the Operations Director, CEO, to funders and to Trustees of LWA and to attend some Trustees' meetings.
5. To ensure that the services that LWA/LDVS provide are of a high standard and that they embrace best practice.
6. To ensure that appropriate quality standards are applied and relevant quality marks are achieved.
7. To plan, schedule and review workload and staffing to ensure targets are being met on a cost-effective basis and that through close work with the Relief and Volunteer Co-ordinator there is adequate staff cover at all times.
8. To oversee the work of the Housing Management Co-ordinator to ensure:

* The buildings, facilities and physical infrastructure are safe, secure, physically accessible as possible and maintained.
* Rents and voids are effectively managed and procedures to improve this developed
* Blockages/barriers to move-on are identified and improved pathways developed through partnership working

1. To work closely with the Central Support Manager to update and implement the Health and Safety Policy ensuring all staff are adequately trained and informed about their responsibilities towards this.
2. To recruit, select and induct new staff.
3. To promote the professional development of staff and volunteers through regular supervision and appraisal.
4. To identify the training needs of staff and volunteers in line with the organisation’s learning and development strategy and ensure all have individual learning and development plans.
5. To promote and oversee service user participation and consultation, ensuring that the results are reflected in the development of services and, where appropriate, fed back to enable policies and procedures to reflect service users’ concerns.
6. To create a supportive and empowering environment for all workers, volunteers and service users in which continuous improvement is at the heart of the work.
7. To manage relevant budgets and assist with budget planning for the services.
8. To provide leadership to a diverse team who are providing a service to people and children with complex support needs.
9. To ensure that an effective tool for assessing male, non-binary and other applicants for support is in place and used appropriately to reduce risk and ensure safety of staff and all service users.
10. To be responsible for safeguarding across refuge and to ensure reporting on safeguarding issues in a timely manner to the relevant safeguarding champions within LDVS.
11. To build positive relationships and partnerships with key local agencies
12. To negotiate protocols where required with key agencies in order to get them to deliver complimentary support services e.g. specialist mental health and substance use services.
13. To draw up development plans for existing and new services together with the Operations Director.

# General

1. To attend staff meetings when required
2. To work in line with, and follow, the policies and procedures of LWA.
3. To ensure that all LWA policies and procedures are implemented and promoted by staff.
4. To actively promote diversity in the organisation.
5. To act as an ambassador for and represent the LWA at external functions.
6. To represent LWA on local and regional forums.
7. To build positive relationships and partnerships with key local agencies.
8. To embody LWA’s values and act as a role model.
9. To participate actively in the management team, contributing to the strategic development of the organisation.
10. To undertake any other duties as may be deemed consistent with the requirements of the post.

**Person Specification**

You are required to have experience of:

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| **Essential Experience** | **How Assessed**  **A = Application**  **I = Interview** |
| 1. Substantial proven personnel management experience | A & I |
| 2. Proven track record of managing service contracts | A |
| 3. Proven track record of initiating and developing services | A |
| 4. Experience of working with a range of services to  coordinate the support for clients | I |
| 5. Managerial experience (ideally in a social welfare or health  organisation) | A & I |
| 6. Working in emergency supported accommodation environment  ideally refuge | A & I |

You are required to have an excellent understanding of:

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| --- | --- |
| **Essential Understanding** | **How Assessed**  **A = Application**  **I = Interview** |
| 7. The issues facing women and children experiencing  DV&A and sexual exploitation. | A & I |
| 8. The financial and legislative framework in which DV&A  services are delivered | A |
| 9. The roles and responsibilities of statutory organisations in  relation to women experiencing violence | A |
| 10. Child protection and safeguarding adults in relation to  DV & A, and the legal responsibilities surrounding these issues | A & I |
| 11. Equality issues and marginalisation of various groups  and communities | A & I |

You are required to be able to demonstrate that you have:

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| **Essential Skills** | **How Assessed**  **A = Application**  **I = Interview** |
| 12. Ability to provide leadership | I |
| 13. Excellent written, verbal and interpersonal communication  skills | A & I |
| 14. Ability to use IT to produce reports and monitor projects | A |
| 15. Ability to work cooperatively and to develop effective  teams | A & I |
| 16. Ability to delegate as appropriate | I |
| 17. Ability to work under own initiative, identify objectives,  prioritise work, handle pressure and take decisions which may be of major significance | I |
| 18. Good numeracy skills and the ability to use excel and  spreadsheets | A |
| **Desirable Skills** |  |
| 19. Proven ability to manage change in an organisation | I |

You are required to be able to demonstrate that you have:

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| **Desirable Qualifications/ Professional Membership** | **How Assessed**  **A = Application**  **I = Interview** |
| 20. Management qualification | A |

You are required to be able to demonstrate you:

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| **Essential Personal Qualities & Competencies** | **How Assessed**  **A = Application**  **I = Interview** |
| 21. Have values consistent with those of LWA | A & I |
| 22. Will act with integrity and respect when interacting with  service users, employees, agencies and individuals | I |
| 23. Are committed to upholding LWA’s policies and procedures | A |
| 24. Are commitment to diversity and working in an anti-  discriminatory way | I |

**LWA’s Values**

**1. Be Exceptional**

• We are experts in our field & proud of having a women-centred approach

• We are pioneers & leaders, striving to perform & innovate

**2. Be Courageous**

• We are honest, inventive & have the integrity to challenge perceptions & practice

• We are encouraging & empowering of each other to be courageous & brave

**3. Be Inclusive**

• We are diverse, welcoming, approachable & inclusive in as employers, service providers & people

• We promote unity, fairness & respect

**4. Be Inspirational**

• We are proud of our creativity & how we motivate, listen, empower & support each other

• We are encouraging & lead by example to achieve the best

**5. Be Responsive**

• We are collaborative, aware, compassionate & sensitive

• We adapt our approach to meet changing needs