



Job Description

Job Title: Service Manager – Modern Day Slavery /
Trafficking Outreach & Support & Accommodation

Reports to: Deputy Head of Services

Based at: Different locations across the country

Date: August 2021

Job Purpose:

To manage the day to day delivery of the Modern Day Victim Care Contract 2020 in applicable in accommodation and support / outreach settings in compliance with the prime contractor guidelines and within SJOG ways of working and compliance / governance.

Responsive for delivering a high quality service that is designed around people and their aspirations, wishes and needs. To support the deputy operations manager to ensure services meet contractual and regulatory requirements, encompassing the charity's values and ethos

Objectives	Typical Tasks
Develop and maintain internal and external channels of communication for service information between relevant partners	<ul style="list-style-type: none"> - To lead in liaising with external partners and manage at local level the relations required for an effective delivery of the services - Ensure that anyone referred to the service receives the appropriate information in a form accessible to them which enables them to make informed decisions and understand their rights under the National Referral Mechanism in formats / or moments which are understood by clients and recorded - Ensure timescales of the referral process are upheld - To ensure that a full safety risk assessment is carried out for each referral to the service in terms of the impact of a new client entering service - Ensure the smooth running of the service and plan the activities so Key Performance Indicators (KPIs) are not missed and clients are supported within the contractual timeframes - Ensure that the principles of equality and fairness are apparent throughout the referral process - Ensure that any information / event with high impact in service is escalated to the appropriate teams / organisations on a timely manner so appropriate action can be taken

Manage computer systems and contract related IT data bases	<ul style="list-style-type: none"> - To ensure all colleagues have access to internal SJOG IT packages and access to the contract system - To ensure colleagues have the relevant information in system by assuring update / daily records / logs / requests / complaints / compliments are timely recorded - Responsible for closing documentation which require escalation - Ensure the quality and format of communication / information in systems - Ensure colleagues are allocated with a Lone Working devise and it is registered and training is carried
Financial compliance within the contractual requirements	<ul style="list-style-type: none"> - Ensure that team leaders produce accurate and timely subsistence payment runs - Ensure all invoices are screened and approved using SJOG finance system - Ensuring HR information is up to date in SJOG IT system - Ensure rotas are in place for all service in SJOG HR system - Ensure that end of month information is collated and shared
Actively raise the profile of the Charity through the constant raising of awareness of the services with relevant agencies.	<ul style="list-style-type: none"> - Promote the service and signpost to external organisations when appropriate - Develop strong local partnership approaches with all stakeholders of the service - Regularly gather the views of the key stakeholders of the service, ensuring that these views are considered and responded to - Identify potential funding opportunities - Keep accurate records of how any grant monies are spent as required by the fund raising / finance team - Deputise for the deputy heads of operation when requested
Develop approaches that ensure the most holistic and high quality support is delivered to people using the service, ensuring that people who use the service are as involved as they can be in the management and development of the service	<ul style="list-style-type: none"> - Facilitate meetings/reviews with the people who use the service and their advocates to enable decision-making and the development of new ideas to improve the delivery of services - Ensure all appropriate people have access to relevant complaints procedures and investigate and act upon as necessary - Ensure maximum involvement of the individual - Ensure that all staff understand and work towards involving people who use the service in development and review of their support plans - Develop ways of involving people who use the service in the recruitment of staff - Develop ways of consulting people who use the service both as individuals and groups

Ensure that people using the service receive welfare benefits due to them and any guidance needed in relation to their financial affairs	<ul style="list-style-type: none"> - Liaise and negotiate with or on behalf of people who use the service, with appropriate third parties - Ensure that people using the service are provided with support to complete paperwork relating to their welfare benefits. - Ensure that people using the service understand the need to pay rent and bills and are supported to develop the skills to do so
Participation in budget planning and on-going monitoring and control of agreed budget	<ul style="list-style-type: none"> - Assist the Head of Service in the setting of the annual service budget - Manage the service budget in line with set guidelines, policy and procedure and reporting variances to the Business Administration Manager - Regularly review expenditure - Manage the use of petty cash providing accurate financial records
Manage and develop high performing teams to ensure the standards are maintained in line with internal policies and procedures	<ul style="list-style-type: none"> - To manage a team of team leaders / senior project workers and others in absence of their line managers - Identify and report training and development needs - conduct appraisals and supervisions, setting objectives to improve performance and motivation - Performance manage in line with appropriate policy and procedure - Promote a consultative and participative work environment - Ensure rotas are in place in order to provide adequate cover at all times - Ensure effective recruitment of staff in line with the recruitment and safe recruitment procedure - Induct new staff and ensure familiarisation of methods, procedures and values of the Charity and MDS specify training and other seemed required for the full take to be carried to a high level
Prepare and maintain up to date records for compliance purposes	<ul style="list-style-type: none"> - Maintain appropriate and accurate record keeping systems for staff and people who use the service - Preparation of reports and presentations - Ensure staff records/files are up to date and accurate - Prepare reports relating to Supporting People Quality Assurance Framework and Performance Indicators
Ensure that people using the service receive access to services which reflect the provision within the contract and the Slavery and Trafficking Survivor Care Standards	<ul style="list-style-type: none"> - Ensure you are familiar with the 'Slavery and Trafficking Survivor Care Standards' - Assist in creating and maintaining a healthy panel of outside agencies like Solicitors, Educational Institutions, Employment agencies, and assist in clients accessing their ECAT entitlements.

Participation in budget planning and on-going monitoring and management of agreed budget	<ul style="list-style-type: none"> - Accountable for their service / cost code and ensure no deviations - In case of deviations an action plan to be discussed with deputy head of operations, head of operations and finance team.
Prepare and maintain up to date records for compliance purpose	<ul style="list-style-type: none"> - Responsibility for maintaining H&S documentation for the different stakeholders both internal as external - Auditing the documents and provide timely complete for Quality Dashboards. - Ensuring compliance and keeping up to date with Compliance certificates like Gas, Fire, Other certificates as applicable
Implement and adhere to internal and external policies and standards e.g. Victim Care Standards, Contract requirements, Department of Health, Home Office, Health and Safety Executive, General Social Care Council's Code of Conduct	<ul style="list-style-type: none"> - Responsible for a safe working environment - Report all incidents as per contractual requirement - Report all potential hazards - Raise safeguarding alerts and oversee recommendations / conclusions implementations
Implement and adhere to good practice and best performance guidelines ensuring that all relevant internal and external policies and standards are met	<ul style="list-style-type: none"> - Ensure relevant contractual requirements are followed at all times - Be aware of and ensure that the service supports relevant local and national strategy - Maintain excellent working knowledge of relevant standards in order to implement safely and appropriately - Maintain high levels of security and facilities within the service - Ensure that the service encourages the development of skills relating to increasing/sustaining independence and quality of life
Actively support the vision, philosophies and values of the charity	<ul style="list-style-type: none"> - Treat individuals with dignity, respect and compassion - Act in a non-discriminatory manner - Maintain confidentiality at all times and follow GDPR and contractual guidelines - Act as a positive role model to the team - Promote the core values of the charity i.e. respect, compassion, hospitality - Undertake any other duties that are in keeping with the values of the charity that you have the skills/ability to carry out
Continuous self-development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> - Keep up to date with skills and knowledge - Attend mandatory training - Attend other training and development activity where appropriate - Participate in development reviews - Read and seek to understand all relevant communication e.g. staff handbook, written communication, marketing literature - Attendance and participation at relevant meetings

Dimensions	
<p>Level of Disclosure - Enhanced</p> <p>Working in a high pressure environment with victims of modern day slavery / trafficking</p> <p>Managing a culturally diverse team delivering a high profile project in a challenging environment to a culturally diverse client group</p> <p>Working across multiple sites alongside multiple agencies who may have different agendas or needs</p>	
Person Specification	
Essential	Desirable
<ul style="list-style-type: none"> - Level 5/7 or equivalent Management qualification (or willing to attain - Excellent working knowledge of the MDSVCC 2020 - Knowledge of the Surviving Victim Care Standards - Extensive previous experience managing regulated services both residential and domiciliary / outreach - Experience of identifying funding streams and work collaboratively with fund raising team and finance - Experience in partnership working - In depth knowledge of risk assessment and journey planning techniques - Knowledge of the immigration system and access to support services for vulnerable non UK nationals with limited access to funding (not NASS / Refugee clients) - Basic knowledge of the benefits system in the UK - Experience in implementing a quality assurance framework. - Experience of reviewing and implementing policies and procedures - Strong operational management skills including: <ul style="list-style-type: none"> - Financial/budgetary skills - Strong leadership qualities - Excellent interpersonal skills - Good report writing & presentation skills - Ability to influence and lead - Ability to prioritise and meet deadlines - Target focussed – ability to deliver KPI's - Strong team & staff management skills including: <ul style="list-style-type: none"> • Team Building and development • Supervisions and Appraisals • Performance management • Conflict resolution • Coaching <p>Experience of “remote” management of staff</p>	<ul style="list-style-type: none"> - The ability to research and produce new policies and procedures to ensure “Best Practice” standards are maintained - “Change management” experience and the ability to proactively manage change - Proven experience in implementing employee training and development programmes - Experience of business planning - Knowledge of survivors care standards - Must be able to speak a second language, preferably Eastern European, South Asian, Or/ and Arabic etc.

<ul style="list-style-type: none">- Good working knowledge of health and safety legislation- Evidence of and on-going commitment to continuous professional development- Flexibility – the ability to adapt and respond to changes in service provision in response to individual / group needs- Ability to work flexibly including undertaking on call regularly- Deputise for the deputy head of operation when requested in meetings and forums	
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