



INTERIM MANAGER JOB DESCRIPTION

Job Title:	Interim Manager
Reports to:	Director - Inverclyde Women's Aid (IWA)
Job Purpose:	As a key member of the IWA Management structure, supporting the Director to provide leadership, vision and passion in the delivery of IWA's strategic and operational objectives. To line manage our Women's Services team and projects including Independent Advocacy, Refuge and CYP team.
Hours of Work:	35 hours per week
Contract Type:	Fixed Term – 3 months
Location:	41, High Street, Greenock, PA15 1NR
Salary:	£40,000 per annum.

Main purpose of the role

1. Support the Director in their role and undertake delegated tasks as required.
2. To provide strong leadership and mentoring to staff team.
3. To ensure the effective and efficient delivery of all Women's, Children and Young People's Support Services in line with strategy and the business plan.
4. To ensure that IWA Housing Support Service adheres to Care Inspectorate standards.
5. To promote the work of IWA in the local and wider community.

Key Responsibilities

Operational

- Operational responsibility for the Women's Support Team, CYP team, Independent Advocacy Service, Refuge Services including any Outreach work.
- Take the lead for Women's, Children and Young People's Support Services with regard to effective operational planning and performance management ensuring compliance with regulatory and IWA standards.
- Responsible for developing new policies as required and reviewing those in place. Responsible for training staff on these policies, ensuring all staff training records are up to date.
- Lead on Women's, Children and Young People's protection processes for IWA.
- Lead on equality and diversity for IWA

- Enable service user feedback, evaluation, and involvement in the development of the service.
- To ensure that IWA's Women's, Children and Young People's Support Services adhere to Care Inspectorate standards and prepare IWA for Care Inspectorate inspections.
- Ensure efficient service delivery of emotional and practical support and information to women in service.
- When required, report to the Director, Board of Trustees and/or external bodies regarding the Women's and Children and Young People's Support Services.
- Ensure caseloads are manageable and that each client receives the appropriate service, individual to their needs.
- Ensure accurate and confidential case management records are maintained.
- Oversee all monitoring and evaluation of Women's and Children and Young People's Support Services.
- Assist staff to liaise with external agencies to meet individual and/or group needs.
- Respect and value the diversity of the community in which services work in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all, taking a proactive approach to promotion of equality & anti-discriminatory practice.
- Comply with GDPR legislation, confidentiality and information sharing policy and procedures and all legislation connected to IWA work.
- At all times to comply with Inverclyde Women's Aid policies and procedures when carrying out the duties of the post.

- Carry out the duties of the post in a professional, caring manner at all times.

- To maintain confidentiality of service users accessing the service and ensure that all confidentiality agreements are signed.

- Always maintain professional boundaries when working with service users, staff and external bodies, working within IWA and Care Inspectorate Code of Conduct Guidelines and manage the compliance of this practice with the staff team.

- Plan, organise and facilitate team Meetings and deputise for the Director with hosting team meetings and team wide communications.

- Integrate and engage with other teams within IWA.

- Oversee achievement of the Service's project outcomes and indicators.

- Oversee implementation of monitoring and evaluation methods to evidence the difference made to the safety and wellbeing of service users.

- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training

- Attend external Management meetings such as MARAC/MATAC/VAWP meetings in place of the Director where required.
- Engage directly with funders to provide service delivery updates, contractual funding updates including preparation of reports where required.

People Leadership and Management:

- Deputise in the absence of the Director as and when required.
- To contribute to and implement strategic and operational plans.
- Provide clear direction and leadership to the team.
- Promote a culture of continuous organisational improvement, self-care and strong client focus.
- Lead and support staff through formal and informal mechanisms to help them achieve their potential and deliver excellent services.
- Promote effective team communication, team building and planning through collaborative and participatory work practices.
- Implementation of regulatory standards, IWA policies and procedures within the team
- To line manage Direct Reports (as agreed).
- Assume line management, operational delivery and delivery of strategic objectives for other projects as required to ensure no gaps in service.

Strategic

- To assist the Director in relation to the strategic planning and development of services for Women's, Children and Young People's Support Services which are delivered by Inverclyde Women's Aid. Regularly reviewing, monitoring & evaluating services performance, service gaps and developments, where required compiling an audit tool to ensure compliance.
- To ensure that the Women's Services and Children & Young People's Service have a joined up working approach.
- Proactively promote and build collaborative working relationships with key partner agencies and stakeholders in line with IWA objectives.
- Attend appropriate meetings and events on behalf of IWA.
- Keep up to date with developments relevant to Women's, Children and Young People's Support Services through, for example, research and attending external forums.

Working Approach

- To support and participate in the continuous improvement of the services; through support and supervision sessions, annual appraisals and performance management.
- Reflect on and develop practice.

- All staff are expected to promote equality and anti-discriminatory practice, show respect to colleagues and service users and work collectively to achieve Inverclyde Women's Aid's objectives and vision.
- Promote multi-agency partnership working- internal and external.
- To provide services at times suitable for families. This may include some out of hours work.
- The post may involve unsocial and flexible hours including evenings and weekends and is part of an on-call system.

Finance

- Monitor and be accountable for Organisational expenditure.
- Contribute to planning for each financial cycle for all projects
- Contribute to funding applications.
- Ensure effective resource management.
- Assist with financial transaction processing
- Liaising annually with the auditors and providing them with all required information.

Training & Public awareness

- Assist the Director with the promotion of the work of IWA in the local community.
- As part of management team, develop appropriate training materials on domestic abuse & contribute to the marketing & promotion strategy.
- Deliver Domestic Abuse training to external agencies on behalf of IWA, staff, trustees, and volunteers.
- Support staff to represent IWA appropriately on local working groups & with external agencies, in line with IWA strategy & objectives.
- Support the Director with the public and media profile of IWA.

Management competencies

- **Leadership** – Demonstrates adaptable and inclusive style of leadership which reflects the values of IWA – promoting resilience and challenging discrimination.
- **Vision** - Seeing how best to make a difference, communicating and promoting vision, promoting a public service ethos, thinking and planning strategically.
- **Motivating and inspiring others** - Inspiring people by personal example, recognising and valuing the contribution of others, driving the creation of a learning and performance culture.
- **Empowering** - Enabling leadership at all levels, driving a knowledge culture, involving people in development and self-improvement
- **Collaborating and influencing** - Leading partnership working, influencing people, understanding and valuing the perspectives of others

- **Creativity and innovation** - Seeing opportunities to do things differently, promoting creativity and innovation, leading and managing change.
- **Planning and Organising** – organisation of own workload, that of other people, and the allocation and use of resources

Additional Requirements:

- The Interim Manager may be a Registered Manager (or willing to work towards registration) with the SSSC
- The particular duties and responsibilities may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed.
- A current driving licence and access to own transport is essential.
- There is an occasional requirement to work in the evening and weekends.

This job description cannot cover every issue or task that may arise within the scope of the post. The post-holder will be expected to carry out other duties from time to time which will be broadly consistent with the duties as detailed above which may be reasonably determined by the Director and/or Board of Directors.

The above post is subject to a successful application to the PVG scheme membership to carry out regulated work with adults and children.

Women only need apply for this post under paragraph 1 of Schedule 9 of the Equality Act 2010.

Post holders should have a commitment to the gendered analysis of domestic abuse.

Person Specification

NB/ where specification indicates **essential**, it is advised that you may be asked to evidence that you have experience of these specifications through competency based questions.

Post of Manager	Essential	Desirable
Education/ qualifications	HNC Social Care SVQ 9 Leadership & Management or equivalent.	Degree or equivalent professional qualification Qualification or training in a relevant discipline e.g. Childcare and Education or Human Resources

<p>Experience</p>	<p>A track record of successfully managing programmes at an Operational level and supporting the delivery of Strategic Objectives</p> <p>Experience of working in or with the third sector</p> <p>Experience of contributing to income generation including fundraising applications, proposals and bids and the fulfilment of funder requirements</p> <p>Managing resources effectively and setting and reporting on budgets</p> <p>Managing and supervising staff in the delivery of services</p> <p>Monitoring, evaluation and quality assurance processes</p> <p>Partnership working/ liaison with external agencies</p> <p>Implementing workplace policy & procedure</p> <p>Managing HR systems and managing Health & Safety requirements</p> <p>Experience of partnership working and managing relationships with a range of agencies, funders and influencers</p>	<p>Managing services</p> <p>Service user participation and consultation</p> <p>Fundraising/awareness-raising</p> <p>Some experience of working with and reporting at Board level and providing accurate reporting where required</p>
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<p>Skills</p>	<p>Be an effective and nurturing leader with excellent interpersonal skills</p> <p>Ability to inspire and motivate others</p> <p>Skilled in developing and maintaining good working relationships</p> <p>Excellent communication and listening skills</p> <p>Able to prioritise and manage time effectively</p> <p>Able to produce accurate, high quality written work</p>	<p>Public speaking/ training or awareness-raising</p> <p>Can contribute to completing funding applications and managing organisational budgets</p>
<p>Knowledge</p>	<p>Third sector</p> <p>Risk Assessments</p> <p>Good knowledge and understanding of the relevant legislation</p> <p>Understanding of domestic abuse</p> <p>Feminist perspective</p>	<p>Local and national policy context that affects domestic abuse services</p> <p>Understanding of local and national government policy framework in relation to domestic abuse, and of the gendered analysis of domestic abuse</p> <p>Care Inspectorate</p> <p>Willing to learn good practice and duties in the governance of charities via OSCR</p>

Personal attributes	Commitment to the gendered analysis of domestic abuse Integrity Strong feminist principles Committed to the values, aims and objectives of Inverclyde Women's Aid	
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