



Job Description - Service Manager

Position Title: Service Manager

Reports to: CEO

Direct reports: MCP Coordinator, Referral Coordinator & MAMAHub Lead

Annual Salary: £36,000-£37,00 FTE (Actual Annual Salary £28,800 - £29,600)

Hours: 30 hours per week, across 4 days, ideally including Thursdays and Fridays. Occasional weekend working may be required.

Contract: June 12th 2024 - January 17th 2025

Based at: Easton Business Centre, Felix Road, BS5 0EH, with an expectation that 75% of the working week would take place in the Project MAMA office.

Annual Leave: 7.2 weeks annual leave pro rata

Start Date: 12th June 2024

Application Deadline: 11pm, 15th April 2024. Early applicants will be offered interviews on a rolling basis, so please do apply as soon as possible, otherwise interviews will be held on the 22nd April 2024.

An exciting opportunity to join the Project MAMA team at the very heart of our work. We are looking for a proactive team leader to cover a 6 month sabbatical period, which will be well supported by our in-depth wellbeing structures, alongside a month long handover into the sabbatical cover.

You will be leading our 2 key projects; our Mother Companion service and our weekly MAMAHub drop-in. We are looking for someone who understands the local Bristol asylum seeker and refugee sector and also ideally has experience of supporting birthing people through their pregnancy and birthing journeys.

The Organisation

Project MAMA is a support service launched in March 2018, offering antenatal, birth and postnatal support to birthing people who are asylum seekers, refugees, or have experienced displacement and migration. We have supported more than 150 birthing people in Bristol through linking them with specialist birth companions who provide nurturing support to those who have overcome significant adversity on their journey to parenthood, often experiencing multiple vulnerability and systemic discrimination. Our work aims to ensure these women are able to experience equality when accessing maternity services.

Mission

We believe that every person has the right to give birth safely, make their own empowered choices, and receive the support they need for a positive birth and early parenting experience.

Values

Solidarity We show active solidarity with marginalised migrant women through recognising that, though our struggles are not the same struggles, we share the same hope for the future. Through our commitment, work and compassion we meet the diverse needs of those we serve.

Radical nurturing Our trauma-informed practice is built on the fundamental belief that all mothers-to-be need compassion, support, care, and space leading up to the birth of their children. It is our belief that women have the right to be supported through their pregnancy and beyond in order to harness their power and to give birth safely, in spite of political barriers.

Bolstering of resilience Despite the serious challenges that mamas face, we recognise displaced people often exhibit tremendous strength and resilience. Mamas accessing our service come from incredibly diverse cultural backgrounds which hold knowledge of valuable birthing practices. We honour their rich lived experiences, culture and knowledge and promote this in the work we do.

Cultivating Community Project MAMA is informed by the community it serves. Connecting women in a safe space allows for peer support and supportive friendships to thrive. It supports the building of an interdependent community where bonds are made through the shared experience of being and becoming mothers.

Championing Cultural Safety We practise in a way that promotes shared respect and a women's unique identity, with a focus on trust, transparency and what they need to feel both emotionally and physically safe. We examine our own cultural identities and attitudes and are open-minded and flexible in our attitudes towards all people.

CORE DUTIES AND RESPONSIBILITIES

- Upholding Project MAMA's values, vision and mission within and across the organisation in all workings with volunteers, staff, clients and external partners.
- Maintain a collaborative organisational culture that aligns with the mission and values of Project MAMA.
- Ensure that the Mamas and their wishes are the priority in all Services.

Service Management:

- Oversight of Project MAMA services, ensuring they are running smoothly and align with the strategic plan, vision, mission and values of the organisation.
- Support the service team to maintain an accurate and consistent input of data into the Monitoring and Evaluation Data Sheet. Using this feedback and data, with the CEO, to regularly evaluate service delivery and any themes and trends that may be extrapolated within the communities we are supporting. Keep up to date records of these reports and the actioned responses.
- Regularly attending meetings with the team to consider future risks and prepare proactive action plans for the service.
- Undertake regular external and self-led training, reading and research to ensure you are up to date with any sector, regulatory and situational changes that may impact the Mamas we support.
- Support the relevant members of the PM team with obtaining feedback from mamas accessing both MAMAhub and/or Mother Companion support.
- Support with the development of the Advisory Group.

Safeguarding:

- As the Service Manager, you will be the Designated Safeguarding Lead and will receive all relevant training to coordinate and oversee Project MAMA's safeguarding procedures. As DSL you will be required to:
 - Attend external safeguarding training
 - Advise and support the team in maintaining and reviewing Project MAMA's approach to safeguarding.
 - Coordinate the distribution of policies, procedures and safeguarding resources throughout Project MAMA.
 - Advise on training needs and development, providing internal safeguarding training for the relevant staff and volunteers.

- Manage safeguarding concerns, allegations or incidents reported to Project MAMA.
- Manage referrals to key safeguarding agencies (eg social services or police) of any incidents or allegations of abuse and harm.
- Respond to safeguarding concerns raised by staff/mother companions as outlined in Project MAMA policy.
- Ensure that all safeguarding notes are recorded appropriately as per our Safeguarding policies and procedures.
- Ensure that any safeguarding concerns for children or vulnerable adults are responded to as per Project MAMA policies, ensuring safe systems of work through risk assessment and implementation of practices that minimise risk.

On-Call Safeguarding Phone:

- Participate with the on-call safeguarding phone rota in collaboration with other team members. This involves holding the phone for a period of roughly 2 weeks in every 6, 24 hours a day. This phone number is accessible to staff and Mother Companions only.
- The role when holding the phone is to respond to lone-worker check-ins, in line with PM protocol, and advise and respond to any urgent safeguarding concerns staff or Mother Companions raise. There is no expectation to respond physically (e.g. to go to their location), but it is a commitment to be available over the phone with sufficient network to access PM databases and Drive, with capacity to respond to any aspects raised.
- The role of on-call safeguarding phone holder is remunerated in addition to salary at £10 for every 8 hours the phone is held outside of working hours. Active on-call hours during non-working hours is paid at time and a half of Service Managers equivalent hourly rate. No additional payment will be made during working hours for phone holding or active on-call time.

Partnerships and Joint Working:

- Work in partnership with voluntary and statutory organisations, maintaining good working relationships with external agencies and keeping up to date with local resources and services available to clients. Attend sector wide meetings to develop these partnerships and ensure Project MAMA remains embedded in the Bristol Refugee Sector.
- Liaise with other support organisations/health care/professionals involved with our support of Mamas and attend multi agency/professionals meetings.
- Ensure that the relevant agencies and professionals know about Project MAMA's work and what the support remit is.

Mother Companion Project:

- Hold regular case review meetings with Mother Companion Project Coordinator and Referral Coordinator
- Supporting the Mother Companion Project Coordinator and Referral Coordinator with any signposting or troubleshooting around Mama support needs or referrals.
- Assist Service Coordinators with writing Project MAMA support letters for clients advocating for their needs.
- Collaborating with and offering support to the Service Team for the Mamas more complex situations.
- Support the Mother Companion Project Coordinator with the facilitation and delivery of induction training for Mother Companions.
- Support Referral Coordinator with referral aspects including calls and initial meetings when they are at capacity.

MAMAHub Project:

- Oversight of the MAMAHub Project, ensuring that the drop-in is well organised, coordinated and delivered and that the volunteers are well supported, trained and prepared for their roles.
- Support and guidance to the MAMAHub Leader in their work.
- Offer debriefs following difficult sessions.
- Provide office back-up support each week when not attending MAMAHub, if not available then ensuring another member of staff is available in the office during MAMAHub hours.
- Occasionally hold the MAMAHub Lead role during any weeks in which they are absent.

Line Management:

- Effectively support and supervise the Service team, providing direct line management for the Mother Companion Project Coordinator, Referral Coordinator and MAMAHub Leader.
- Create open channels for communication and relational support for all team members, ensuring they are supported and encouraged within their roles through effective professional development and learning opportunities.
- Effectively manage and support the team through regular supervisions, 6-monthly check-in meetings and Annual Personal Reviews in line with our Personal Reviews and Performance Capability Procedures.
- Assist in creating a culture of community, solidarity and collaboration within the Project MAMA team.

In addition, you may be requested to undertake any other duties as required by the organisation.

Person Specification Criteria

Skills and experience

Essential	Desirable
<ul style="list-style-type: none"> ● Excellent communicator and collaborative worker that is able to lead by example and motivate and encourage others; ● A track record of being self-motivated, driven and being a proactive manager; ● Experience managing a team and conducting supervision with team members working in high pressure environments; ● Good knowledge and understanding of the the asylum system and those with NRPF in the UK; ● Experience of working with people from asylum-seeking, refugee or migrant communities; ● Substantial experience leading on safeguarding working with populations experiencing vulnerability and complex trauma; ● A willingness to take part on a out-of-hours Safeguarding on-call rota; ● A track record of ensuring organisational policy, procedure, ethos and values are maintained; ● Experience of joint working and maintaining good working relationships with external agencies/organisations ● Demonstrable commitment to human rights, equality, diversity & inclusion, anti oppressive and anti-discriminatory practice. 	<ul style="list-style-type: none"> ● Knowledge of the local tertiary and secondary Bristol services relating to those who are seeking asylum/have refugee status; ● Service management experience with effective planning, monitoring and reviewing of projects; ● Developing and facilitating training programs; ● Experience revising, implementing and reviewing of safeguarding and organisational policy, procedure and protocol; ● Experience of supporting women with complex needs; ● Experience of supporting birthing people with complex needs within the context of birth; ● Excellent presentation, communication and advocacy skills; ● Lived experience of migration and/or displacement and those who are currently underrepresented in the UK charities sector (see next page).

Qualities and attributes Ability to demonstrate and provide team leadership for the following essential qualities and attributes:

- Passion for, and commitment to, our mission and values;
- Ability to manage competing demands and identify priorities with limited timeframes and resources;
- Collaborative, inclusive and supportive leadership and management style;
- Commitment to transparent, open, authentic communication;
- Comfortable being self motivating and working in an informal, flexible workplace;

This post is open to **female applicants only** as this is deemed a Genuine Occupational Requirement (GOR) for this role under Schedule 9, Paragraph 1 of the Equality Act 2010.

We particularly encourage applications from people with lived experience of migration and/or displacement and those who are currently underrepresented in the UK charities sector, including people from lower socio-economic backgrounds, LGBTQ+ people, people from diverse ethnic and cultural backgrounds, people who experience racism, disabled and neurodivergent people.

We will endeavour to make any reasonable adjustments for applicants during recruitment and for our team as required. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Project MAMA is currently undertaking some careful reflective work with a view to ensuring our policies, recruitment process and working culture are aligned with our commitments to radical support. If you do not feel like you fulfil all the requirements but are interested in the role, please do contact us to discuss.

We welcome informal enquiries to discuss any questions you might have about the role or application process, just email clare@projectmama.org

To apply:

Submitting your application

Applications must be submitted using the application form supplied by Project MAMA and submitted as a document sent as an email attachment to clare@projectmama.org. Please send your Equal Opportunities Monitoring form separately to hello@projectmama.org

Please **do not send CVs or detailed covering letters** as only information that is contained within the application form itself will be used when we shortlist candidates.

The employment of an applicant is contingent on satisfactory references and an enhanced DBS check.

Registered Charity Number 1182112

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