

SARSAS

*Listen.
Believe.
Support.*

SUPPORT SERVICES MANAGER

- Salary:** £35,000 pa FTE
- Hours:** F/T 37 hours per week
- Responsible to:** Head of Services
- Based:** Hybrid / Bristol or Taunton based (with travel to both locations required)
Bristol based: 2 days in Bristol, 1 day in Taunton and 2 days from home
or Taunton based: 2 days in Taunton, 1 day in Bristol and 2 days from home
- Pension:** 5%
- Annual leave:** 27 days + bank holidays
- Contract:** Permanent

This post is subject to an enhanced DBS check and open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1).

Equal opportunities statement

SARSAS values diversity and welcomes applicants from all sections of the community. We are actively encouraging applicants with a protected characteristic such as BAME women, who are currently under-represented at SARSAS, to join our team. We are a Disability Confident Committed Employer. Our current premises are wheelchair accessible.

We have an exciting opportunity to join the thriving and dynamic SARSAS team as our Support Services Manager, leading the effective delivery of our specialist trauma informed SARSAS support services to survivors of rape and abuse across Avon and Somerset. SARSAS specialist support services include one-to-one support and group work which incorporates our exciting and expanding community based and peer led services.

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About You

You will be passionate about managing and developing services that enable survivors, many of whom may experience multiple barriers to support, to access effective and accessible services to meet their needs.

You will be a strong and compassionate manager with the relevant qualities and experience to support a team of highly trained workers, including an understanding of the possible impacts of vicarious trauma.

You will be a strategic leader who will relish the challenge of building on the excellent support work services that SARSAS delivers alongside implementing new and creative approaches to support.

You will be an effective communicator who enjoys developing and maintaining internal relationships and external partnerships.

You will have excellent project management skills, ensuring that our commissioned services are delivered within time, scope and budget.

You'll be excited by the opportunity to join SARSAS and work in a varied and busy role within a collaborative and supportive environment.

About SARSAS

SARSAS exists to relieve the trauma and distress, and help rebuild the lives, of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and enable survivor's voices to be heard. Partnership work with a range of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of the effects of trauma at the forefront of our approach to support.

Key Responsibilities

Staff Management and Safeguarding

- Provide leadership and oversight for support services to ensure that operational goals are met and all service users receive high quality trauma informed therapeutic services.
- Provide and/or oversee line management of the Support Work team members (including when appropriate volunteers, apprenticeships and placements).
- Provide case management and support staff in client decisions ensuring that professional standards are maintained, and support is relevant to individual need and SARSAS service scope.
- Ensure that all support work adheres to the Safeguarding and Data Protection guidelines as described in SARSAS policies, including alignment with local authority guidelines where necessary.
- Act as one of the Designated Safeguarding Champions, along with the Head of Services, to lead on safeguarding compliance and decisions.
- Oversee development and maintenance of service resources.
- Ensure all team members maintain up to date knowledge of relevant legislation, relevant evidence bases and good practice guidelines.
- Oversee the clinical supervision process for the support team to include managing contracts and relationships for clinical supervision.
- Work alongside the HR Officer, co-ordinate the recruitment of support work staff.

Monitoring, Evaluation and Service Development

- Work within the SARSAS team to ensure best practice systems are in place and that all support service activity is recorded, monitored and effectively evaluated to improve service provision.
- Work with Head of Services to continuously develop and improve support and group work services to ensure they are best meeting the needs of all those who seek support.
- Work with the Head of services to ensure the design of support services are service user informed.
- Ensure that support services operate within agreed time, scope and budget.

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- Provide data and narrative reports as required for internal and external stakeholders.

Communication and Networking

- Develop and maintain strong and effective working relationships with key external partners, promoting positive working relationships.
- Strengthen and develop community-based work.
- Actively seek ways for support services to be inclusive and diverse.
- Promote the service and raise the profile of SARSAS across the region through networking, partnership working and general promotion including presentations, delivering training and workshops, media interviews and publications as appropriate.

Additional Responsibilities

- Undertake any other duties commensurate with the role.
- Work as part of a team, promoting the ethos and values of SARSAS.
- Ensure that all work is carried out in line with SARSAS policies and procedures and Rape Crisis England & Wales (RCEW) National Service Standards.
- Attend all training, whether statutory or non-statutory, as required.
- Participate in annual development and review process.
- Adhere to SARSAS's policies and procedures.
- Actively participate in the risk assessment, management of risk process, and all aspects of Health and Safety.
- Contribute to the ongoing development of the organisation by helping to improve systems and procedures.

Person Specification		
	Essential	Desirable
Training & qualifications		<ul style="list-style-type: none"> • Qualification in leadership or management • Support based qualification (for example social work)
Experience, knowledge and skills	<ul style="list-style-type: none"> • Experience of supporting people who have experienced trauma and/or have complex needs • Experience of managing a staff team, including provision of line management and HR functions • Experience of project management and/or delivering services within specified time, scope and budget. • Understanding of and significant experience in working with safeguarding (adults and children) issues • Experience of multi-disciplinary working and managing external relations with a range of statutory and non-statutory agencies • Experience of risk assessment and risk management procedures • A proven track record in the appropriate use of outcomes and evaluation frameworks • Experience of and commitment to working with diversity • Knowledge and understanding of the impact of the trauma of sexual abuse • Ability to maintain up to date records and to collate and input monitoring and evaluation data 	<ul style="list-style-type: none"> • Experience of working with survivors of sexual abuse • Experience of working within the voluntary sector

Qualities	<ul style="list-style-type: none">• A sensitive approach to working within a specialist service of this nature• The attitude, drive and resilience to lead, motivate and inspire others• Creative, flexible and curious• Strong and clear communication skills• Skilled in maintaining boundaries and able to support volunteers and staff in this area• Excellent time management skills with the ability to manage a complex and demanding workload• A focus on continuous improvement with the ability to lead change where necessary• Passionate about supporting women who have experienced sexual violence• Commitment to own wellbeing and able to source support or ask for assistance• Commitment to continuing own professional development• Good IT skills and experience of using Excel, Word and Outlook• Commitment to SARSAS's values and keeping the service user experience and voice at the heart of all work	
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