



Application Pack
For the position of Manager
April 2016

WAO Information Sheet

WAO was established in 2000, to provide specialist domestic abuse support services in Orkney. WAO provides free, confidential and independent service run by women for women, children and young people experiencing or escaping domestic abuse. We are affiliated to Scottish Women's Aid and part of the Scottish Women's Aid Network.

Our aims are:

- To support women, children and young people who are experiencing, or have experienced domestic abuse
- To raise awareness of the cause and consequences of domestic abuse and its effects on women, children and young people
- To work in partnership with relevant statutory and voluntary agencies to improve outcomes for women, children & young people affected by domestic abuse
- To positively challenge systems & processes which add to the risks women, children & young people face when trying to seek safety, justice

WAO provide the following services for women:

- **Refuge Support Service:** Our Women's Service provides 1-1 emotional support, information, advocacy, practical support within our safe accommodation
- **Outreach Support Service:** Our Women's Service provides 1-1 emotional support, information, advocacy & practical support for women who live in the community.
- **Follow-on Support Service:** Our Women's Service provides 1-1 emotional support, information, advocacy & practical support for women who have moved on from refuge accommodation
- **Moving on Group:** Our Women's Service provides a group work programme for women who want to join other service users and participate in regular social events.

WAO provide the following services for children & young people (CYP):

- One to one support, using creative & therapeutic resources and expertise our CYP Support Workers work with children and young people either in Refuge or in the community.

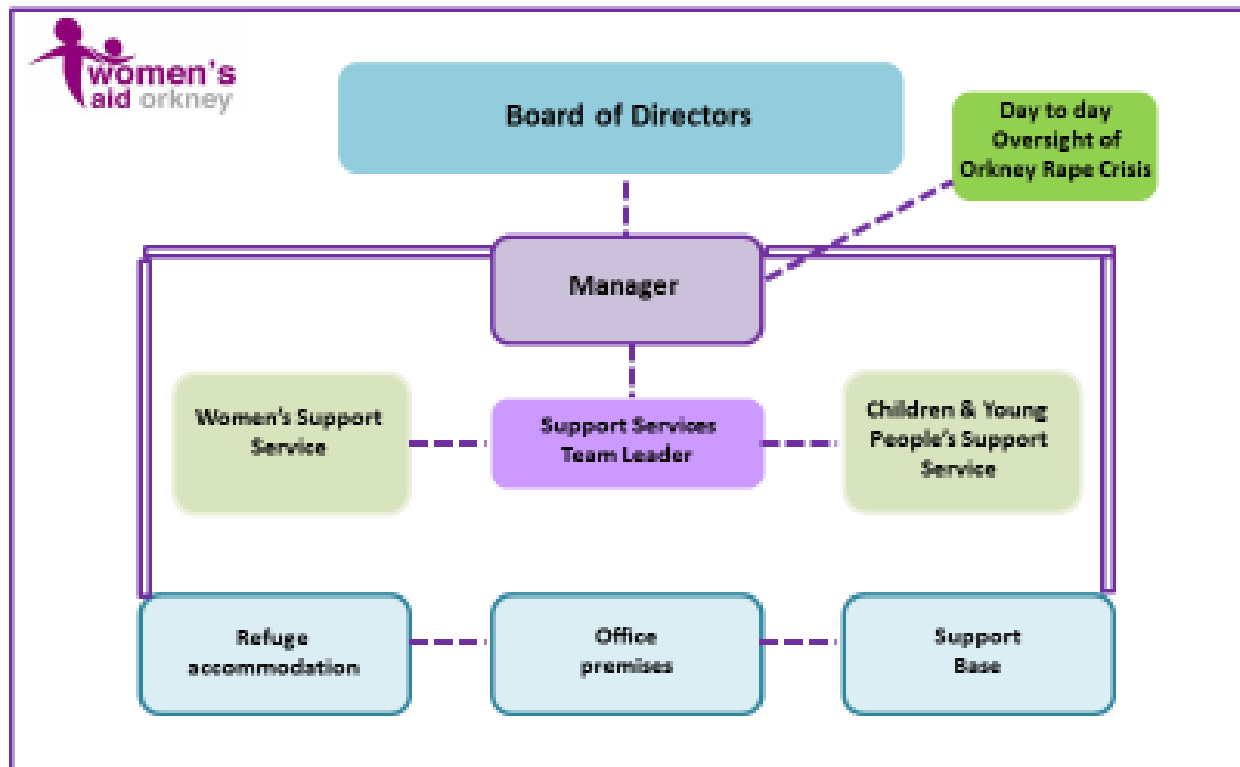
CYP workers provide:

- 1-1 emotional & practical support & information
- advocacy
- peer group opportunities
- Children & Young People's Services

WAO services are all underpinned by our commitment towards:

- Supporting multi agency staff development across partner agencies, to help raise awareness of domestic abuse & Violence Against Women harms
- Promoting self-help and empowerment of service users
- Delivering non- judgemental, anti-discriminatory, user led support services
- Enabling Service User Participation to inform future service developments

WAO Management Structure Chart



Job Description: Manager

Management

- Provide day-to-day management of WAO's staff team utilising a respectful, supportive consultative management style in line with the values & ethos of the service
- Meet all staffing requirements in a fair, supportive & inclusive manner. For example, staff recruitment; support & supervision; appraisal; disciplinary matters; grievances
- Monitor caseloads, provide regular case management support & have an open door policy for staff who are concerned about any aspect of their case load
- Develop & monitor staff training plans, ensuring effective CPD opportunities are maximised
- Ensure all service projects, resources & work practices are legally compliant
- Ensure the service operates within the approved policy & legislative framework
- Ensure all property is welcoming, secure & maintained to Health & Safety requirements
- Ensure quality control processes are in place, effective & responsive to changing need
- Review service processes in consultation with key stakeholders
- Identify & implement beneficial change
- Respond to all informal & formal complaints in accordance with policy
- Attend Board Meetings, providing the Board of Directors with governance guidance, supporting their decision making through the provision of expert advice & information

Finance, funding & fundraising

- Lead in the submission of funding applications sympathetic to WAO's values & purpose
- Ensure funding reports are submitted as stipulated within grant agreements
- Ensure monitoring & evaluation is carried out, recorded & reported on as required
- Work closely with WAO's external finance service to ensure finance records are kept up to date & financial reports are available for distribution to the Board within their agreed timeframe
- Maintain financial oversight of service including budget drafting, monitoring & budget control
- Support & encourage staff members; volunteers & directors to participate in local fundraising activities & events to help raise WAO's profile & generate income for specific projects.

Strategic planning & organisational development

- Work with WAO's Directors, staff team to develop & deliver WAO's business planning
- Monitor & review effectiveness of plans, ensuring key stakeholders, in particular service users, have appropriate opportunities to inform future service development
- Review & develop policy work as appropriate.

Service promotion

- Work in partnership with Scottish Women's Aid, the wider Women's Aid network & other relevant partners, contributing to local & national campaigns that further the aims of WAO
- Develop & maintain positive organisational & community relationships to help raise the service profile & the work of WAO
- Represent WAO externally, including with the media

Other

- Positively promote & implement a feminist analysis of domestic abuse in all aspects of the role & WAO's service strands.
- Maintain a commitment to CPD & ensure all relevant qualifications, required by the SSSC for yourself or staff members are met
- Ensure volunteers are supported & supervise as appropriate
- Develop & deliver training for the benefit of staff & other agencies as time permits
- Show a willingness to undertake any other reasonable duties commensurate with the post
- Participate in WAO's on call service
- Where required provide direct support for service users who access WAO's service
- Value the positive contribution the staff team make
- Promote & develop the membership of WAO through the maintenance of a positive service presence & sound partnership working

Responsibilities

- Support the work of WAO's finance service/accountant to ensure that accurate financial records are maintained & that all relevant legal & regulatory requirements, such as the lodging of annual accounts; submission of annual returns & funding reports are dealt with in a timely manner
- Ensure that the organisation, & its representatives including the Board of Directors, meets or exceeds their legal obligations
- Ensure a best value approach when determining effective & efficient administration of the service; its human, property & cash resources
- Ensure appropriate recruitment, appointment, remuneration, training & support of staff, volunteers, Directors & others as necessary to achieve WAO's purpose & objects
- To set &/or approve policies, plans & budgets to achieve the organisation's purpose & charitable objects, & monitor performance against them.

Please note:

The above job description is not exhaustive, but represents the basic requirements of the post. Any offer of employment will be subject to satisfactory references, successful completion of a PVG scheme check and an entitlement to work in the UK.

Essential Person Specification

Person Specification: Knowledge/competencies/work based experience		Essential
1	In depth knowledge of the causes & issues relating to domestic abuse & sexual violence	✓
2	Knowledge & understanding of the wider Violence Against Women & Girls Agenda	✓
3	Knowledge, understanding of and commitment to a gendered analysis of VAWG	✓
4	Knowledge of issues surrounding provision of managing supported accommodation	✓
5	Experience working in a high pressured crisis environment	✓
6	Experience delivering 1-1 support for vulnerable service users	✓
7	Experience of risk assessment & risk management	✓
8	Experience creating support or safety plans	✓
9	Experience of advocating on behalf of vulnerable service users	✓
10	Experience in successfully undertaking a leadership role	✓
11	Experience producing & presenting reports & information in a formal capacity	✓
12	Experience working within a policy framework	✓
13	Experience in budget management	✓
14	Experience maintaining accurate timely records & of database recording	✓
15	Experience & proficiency in use of Microsoft software/keyboard skills/outlook	✓
16	Experience of specific project management & development within a service	✓
17	Experience of multi-agency working, e.g. in a D.A. or child protection setting	✓
18	Experience of performance management & delivery of service related outcomes	✓
19	Experience reporting against funding/org performance outcomes	✓
20	Experience carrying a complex caseload & coping with competing demands	✓
21	Experience of internal & external monitoring & evaluation methods	✓
22	Experience & commitment of working within an Equal Opportunities framework	✓
23	Experience of child protection & safeguarding vulnerable adults' requirements	✓
24	Experience of providing funding reports, and the delivery of monitoring targets	✓
25	Ability & commitment to gain the confidence of people at all organisational levels	✓
26	Ability & commitment to prioritise tasks to ensure safe, effective management of WAO	✓
27	Ability & commitment to communicate WAO's philosophical principles	✓
28	Commitment to a transparent, respectful & consultative management approach	✓
29	Ability & willingness to work out with office hours as required	✓
30	Ability to participate in WAO's on call service	✓
31	Ability to use own vehicle/have business user car insurance/full current driving licence	✓
32	Excellent communication skills: written, verbal & non verbal	✓
33	Excellent presentation and interpersonal skills	✓
34	Confidence & ability to oversee & direct complex domestic abuse casework,	✓
35	Confidence & ability to address issues such as child abuse, mental health, substance abuse	✓
36	Confidence & ability to demonstrate leadership & safe practice in crisis situations	✓
37	Proven track record of problem solving, influencing & negotiating skills	✓
38	Proven track record in promoting and facilitating service user participation	✓
39	Qualified in/or willing to work towards S/NVQ level 4 Care or acceptable alternative	✓
40	Qualified in/or willing to work towards S/NVQ level 4 Management or acceptable alternative	✓

Desirable Person Specification

Person Specification: Knowledge/competencies/work based experience		Desirable
1	Experience of working in or closely with a Women's Aid Group	✓
3	Experience of crisis intervention work	✓
4	Experience of using CAADA DASH risk assessment tool or similar	✓
5	Experience supporting people in a residential setting	✓
6	Experience preparing formal funding applications & of promoting fundraising activities	✓
7	Experience reporting on funding outcomes	✓
8	Experience developing, sustaining & evaluating joint work between key stakeholders	✓
9	Experience of rota planning	✓
10	Experience participating in an out of hours on call service	✓
11	Experience working (or volunteering) in or in partnership with 3 rd sector organisations	✓
12	Experience hosting/chairing meetings	✓
13	Experience using social media	✓
14	Awareness of the domestic abuse related issues faced by women from marginalised groups	✓
15	Awareness of the National Care Standards and how they relate to WAO	✓
16	Awareness of the SSSC and how it relates to WAO	✓
17	Awareness of the role of the Care Inspectorate and how it relates to WAO	✓
18	Awareness of OSCR and how it relates to WAO	✓
19	Awareness of the governance requirements for a Scottish Charity	✓
20	Awareness of the rights of women escaping domestic abuse	✓
21	Awareness of housing management responsibilities	✓
22	Awareness of recent national Violence Against Women & Girls policies & initiatives	✓
23	Confidence, ability & a willingness to speak on behalf of WAO. E.G. training, events, media	✓
24	Local knowledge of services	✓
25	Domestic abuse related CPD training attended in the last 5 years	✓

Shortlisted applicants will gain additional scoring where they also demonstrate meeting Desirable requirements

Application Form Guidance Notes

Please read these notes carefully before completing your application form. The information you provide in your application, along with the skill you evidence is presenting it in a professional will be used to enable us to determine your suitability for the job and whether or not the shortlisting panel shortlist you for interview.

General points

- We will take into account the general appearance of your application & your ability to convey information in a professional & knowledgeable manner
- Women only need apply as this job is required to be for a person of a particular sex under Schedule 9, Part 1 of the Equality Act 2010
- Complete the application form in type or if handwritten print using black ink.
- CV's will not be accepted.
- Incomplete applications will not be considered
- If you have not heard from us within 2 weeks of the closing date, please assume that you have not been shortlisted.

The essential person specification:

- In recognition of the time applicants spend on completing & submitting employment applications we ask that you check the essential person specification list first to enable you to determine if you meet the criteria the post requires.

Job description:

- Reading this section will help you determine if the job as described is what you have envisaged. If you require further post related information we will be happy to discuss informally what the post entails. Please call asking for Sandra on 01856 871311

Qualifications and training

- Please only tell us about any qualifications and training which you consider relevant to the post you are applying for.
- If your application is successful, we will request sight of original qualification documents or awards detailed in your application or at interview

Employment experience

- Please provide accurate details of past & present employment.
- Include relevant voluntary work experience in this section to highlight skills & experience gained as a result.
- Provide information relating to any gaps in education & employment history.

Question 6

- This section gives you the opportunity to demonstrate why you are suitable for the post. Before completing it, refer to the job description and person specification.
- It is essential to relate your experience to the information given in the job description by giving specific examples. Remember your skills may have been developed outside of work.
- If you complete your application using a word processor the pages will automatically number as you progress.
- If handwriting your application please use additional pages, and re number all pages accordingly, and include your name at the top of each sheet.

Submitting your application:

- Where possible we would prefer electronic applications emailed to us in word format.
- **We will accept unsigned application attachments** prior to shortlisting.
- We will retain your email as proof of where the information submitted originated, and if short listed we will provide you with a printed copy of your application to sign prior to interview.
- Please refer to the essential/desirable criteria and job description when telling us about your skills and experience.

References:

- Will only be taken up for the successful applicant. Any initial job offer will be subject to satisfactory references and other regulatory checks

Diversity Monitoring

- WAO is committed to equal opportunities in our recruitment process. As part of our commitment to make equal opportunities a reality, we monitor the response to our job vacancies.

Disqualification from working with children or vulnerable adults

- If you are disqualified from working with children or vulnerable adults we are unable to consider you for jobs that involve working with these groups. You are therefore asked to declare whether you are disqualified in the section Criminal Convictions.

Returning the form

- Please print or photocopy your application for your own records, before submitting it, as we may include specific interview questions relating to the information you provide in your application
- Please refer to the accompanying letter for information on returning your application form. Late applications will not be considered.

If you require any further information about this vacancy or application pack please email recruitment@womensaidorkney.org.uk or call 01856 871311 asking for Sandra Paton.

Please see additional attachments containing:

- A blank application form
- A blank equal opportunities recruitment form