



delivering cutting edge services  
to end violence against women and children

Dear Applicant

Thank you for your interest in this post, Service Manager, Specialist Refuges with **nia**.

This application pack includes

- Information for applicants
- About **nia**
- Advert
- More about this post
- Job Profile
- Person Specification

If you are interested in applying for the job, please download an application form. **When completing it please relate your application to the requirements stated in the person specification**, as shortlisting for interview is dependent on the extent to which your application matches these.

Please complete the application form in full. Please do not include any additional documentation such as Curriculum Vitae, as the Organisation requires candidate's information to be in a standard form on its own application form.

Unfortunately, we are unable to write to applicants who are not shortlisted. Should you not hear from us within two weeks after the closing date, you should assume that on this occasion your application has been unsuccessful.

Your completed application form should be returned marked 'application form and the title of the post (s) that you have applied for ' via email to [administrator@niaendingviolence.org.uk](mailto:administrator@niaendingviolence.org.uk) or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, **nia** (Recruitment), PO Box 58203, London, N1 3XP by the closing date. Any late applications will not be accepted.

Yours faithfully,

**Karen Ingala Smith**  
Chief Executive



delivering cutting edge services  
to end violence against women and children

## INFORMATION FOR APPLICANTS

### OUR APPLICATION AND OUR RECRUITMENT PROCESS

#### Applying for a job

**nia's** recruitment policy intends to ensure that every applicant is treated fairly. This means that we are not able to consider previous applications or personal knowledge of you. It means that if already work for **nia**, we do not take into account your personal file.

The information you provide in your application form is the only information we will use in deciding whether or not you will be shortlisted for the selection process. Your application form is therefore very important and the following advice is designed to help you compete it as effectively as possible.

#### Using the person specification

The **person specification** is the list of criteria or requirements regarded as necessary for the post. To be considered for an interview you have to demonstrate that you fulfil each point marked A of the person specification as needed in the application, by telling us about your experience.

Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

Give examples of the work you have been involved in and write in a positive way (e.g. I was responsible for ..... I organised.... etc) Always remember to specify your own responsibilities rather than those of your section or department. The most important thing is to tell us - we are unable to guess or make assumptions.

Remember that voluntary work or work at home can be as valuable as paid employment. It is important that your application relates to the job you are applying for.

#### Completing the application form

Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.

Write out the form in rough first to avoid mistakes and repetitions.



delivering cutting edge services  
to end violence against women and children

Make sure you complete the form clearly, and type it or use dark ink (black ink shows up best when photocopied). You may wish to continue your application on one or more separate sheets, which should be attached to the application form. The additional information section should contain no more than 1000 words.

In completing the references section, please give as your referees your current and most recent employers where possible.

*Send your form to **nia** on time **and keep a copy.***

If you would like your receipt of application acknowledged, please enclose a stamp-addressed envelope or postcard, which we will return to you.

### **Shortlisting**

After the closing date, the application forms are read very carefully to see how each person's skills and experience relate to the skills and experience in the person specification, and applicants who meet these requirements are shortlisted for interview. **Only information contained in the application will be considered in making the decision to shortlist.**

### **Interviews**

The interview panel is normally made up of three people who ask each candidate questions covering the relevant criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Shortlisted candidates will be asked to complete a task/presentation either at or before the interviews. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to keep a record of their assessment of each candidate so that the reasons of their decision are clear and consistent. You should therefore not be worried about the panel taking notes.

### **Feedback**

If you are unsuccessful and feel that feedback on your application and/or interview would be helpful in applying for other jobs, please email Rachel Evans, Central Services Manager at [revans@niaendingviolence.org.uk](mailto:revans@niaendingviolence.org.uk) who will be pleased to arrange this for you.



delivering cutting edge services  
to end violence against women and children

**nia has been delivering services to women and children who have experienced domestic and sexual violence for 40 years.**

The organisation has three main aims, which are to provide services for women, children and young people who have experienced male violence, working to end male violence against women and girls, and to inform and influence policy and public awareness. We achieve these aims by

- providing high quality services for women, girls and children who have experienced or are at risk of male violence,
- increasing awareness of violence against women, girls and children and developing services, contributing to research, debate and policy initiatives to prevent it,
- challenging inequality and discrimination and celebrating diversity,
- empowering and supporting women and children, and
- increasing and developing the effectiveness of resources through partnership, collaboration and multi-agency action.

Presently, **nia** is delivering a range of services across London, primarily in the East and North of the city, the majority of which are delivered primarily in an outreach capacity. Our services are continually evolving in order to respond to the needs of women who face multiple disadvantage and barriers to accessing services, they currently include:

- **East London Rape Crisis** for women and girls who have experienced any form of sexual violence -including rape, sexual assault and child sexual abuse - regardless of when it occurred, who it was perpetrated by and whether or not it was reported to the police.
- **The Emma Project** a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision.
- **London Exiting and Advocacy Project, (LEA)**, offering outreach and one-to-one support to women involved in prostitution. **The LEA Project** helps women access housing, welfare benefits, legal advice, drugs and alcohol services, specialist counselling and routes to exit prostitution. Women are also supported through access to employment training, education, volunteering and sustainable employment.
- **Daria House** is a refuge for women who have been sexually exploited, with a particular focus on supporting women who been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We



delivering cutting edge services  
to end violence against women and children

help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution.

- **Independent Domestic Violence Advocacy (IDVA) Services** - We currently operate three different IDVA services in Haringey, Hackney and Newham where outreach workers support women who have been identified by the MARAC as being at high risk of serious domestic violence and homicide. The Hackney and Haringey services are double accredited holding SafeLives Leading Light status and the Advice Quality Standard for casework with women. The Newham service is a new contract for **nia** has achieved the Advice Quality Standard for casework with women.
- **The Huggett Women's Centre** developed in partnership with DABD and BDCVS in Dagenham offers a range of services including group-work and specialist support and advocacy for all women and girls aged 11 and above.
- **IRIS** - which is a GP training programme and advocacy support to improve the health care responses to domestic violence and abuse. **nia** delivers the service in Hackney and Haringey.
- **nia** is part of ASCENT which is a partnership of 22 specialist organisations within the London Violence Against Women and Girls (VAWG) Consortium, delivering a range of services for survivors of domestic and sexual violence.

## Training and Groupwork

We can provide training and groupwork to agencies, professionals, women's groups and young women.

Areas we specialise in include

- Sexual violence
- Improving healthcare responses to domestic violence and abuse
- Substance use and violence against women
- Prostitution and sexual exploitation
- Working with young women
- Feminist approaches to men's violence against women and girls

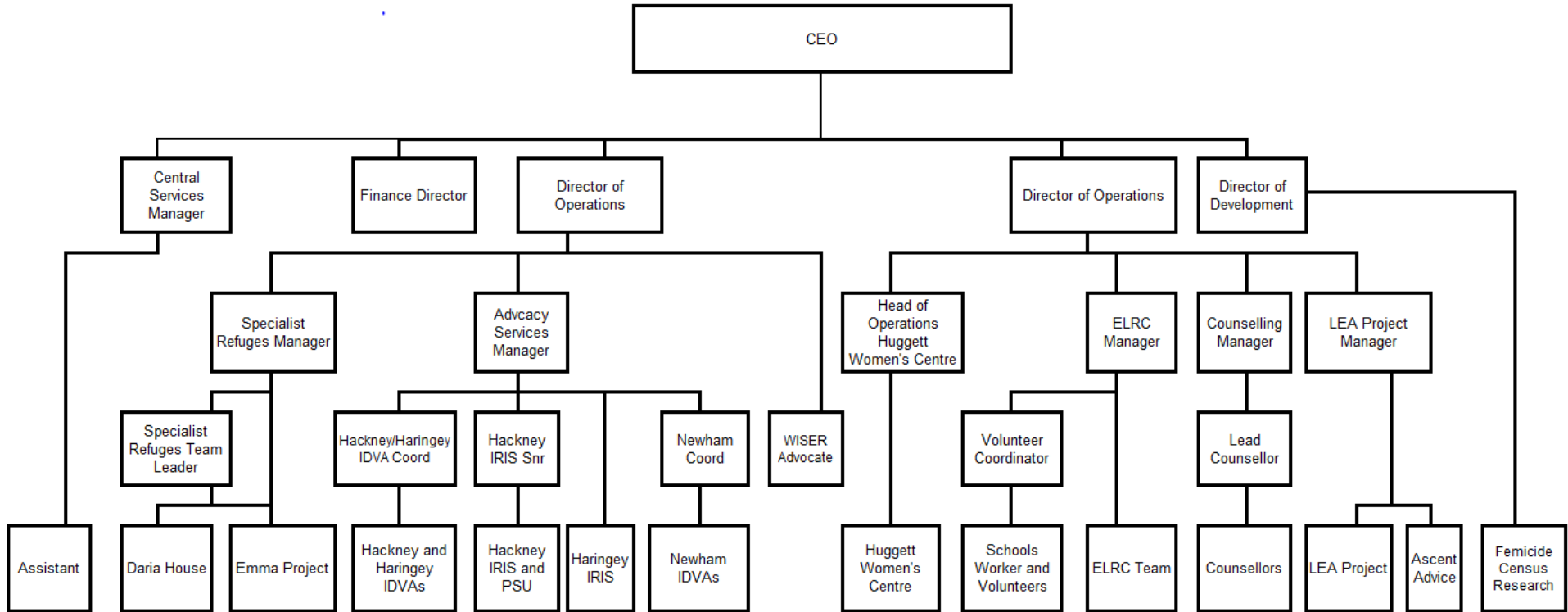
## How to contact us

[www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk)  
[info@niaendingviolence.org.uk](mailto:info@niaendingviolence.org.uk)  
Address: P.O. Box 58203, London, N1 3XP  
Telephone 0207 683 1270

Registered Charity Number 1037072  
Registered Company Number 02673624



nia Structure 2018



## Advert

**About The Emma Project** – a pioneering service for women who are escaping domestic and sexual violence and who use substances problematically; more than a third of the women who have lived in the refuge have also been exploited through prostitution. The women who enter the project have frequently been excluded from and/or refused access to other types of refuge provision. The outreach and support worker operates as part of the Emma project staffing.

**About Daria House** – a refuge for women who have been sexually exploited, with a particular focus on supporting women who have been exploited through involvement in prostitution. We offer non-judgemental support, information and advocacy. We help women to access housing and welfare benefits, legal advice, healthcare, drug and alcohol services and other specialist services for women in prostitution

We are seeking to recruit to the following post:

<b>Job Title:</b>	<b>Service Manager (Specialist Refuges)</b>
<b>Job Ref:</b>	22/2018
<b>Hours:</b>	35 per week
<b>Salary:</b>	£32,000 - £34,000 (depending on experience and qualification)

The post is currently funded until 31<sup>st</sup> March 2021 with a possibility of further funding.

The Service Manager will be responsible to ensure effective service delivery within this service area, supporting the Director of Operations to manage the staff and projects the service provides in order to provide high quality, supportive and culturally appropriate service to survivors of domestic abuse.

We're looking for a highly organised and self motivated woman who is passionate about supporting survivors of domestic abuse. You'll have a 'can-do' approach and demonstrable commitment to **nia's** feminist approach to supporting women and their children to be safer.

To apply, please visit our website [www.niaendingviolence.org.uk](http://www.niaendingviolence.org.uk) and download a job profile and application pack. CV's will **not** be accepted. Applications can be returned via email to [administrator@niaendingviolence.org.uk](mailto:administrator@niaendingviolence.org.uk) or by post in a sealed envelope marked "Private & Confidential" to Rachel Evans, nia, P.O Box 58203, London, N1 3XP.

**Closing Date:** 10am, 25 July 2018  
**Interview date:** 31 July 2018

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

## Job Profile

**Position Title:** Service Manager – Specialist Refuges  
**Salary Range:** £32,000- £34,000  
**Team:** Daria House & The Emma Project inc. Outreach and Support  
**Line Manager:** Director of Operations

### Position Responsible For:

Specialist refuge services.

#### A. AIMS OF THE POSITION:

- To ensure the effective and efficient day to day operation of the refuges, resettlement and outreach services, building on existing partnerships with key stakeholders.
- To support the Director of Operations in the development of the service and to manage the refuges and projects the team undertakes.
- To support the Director of Operations in ensuring that services attain and retain recognised quality standards

#### B. SPECIFIC AREAS OF RESPONSIBILITY:

##### 1. Operational Management

The Service Manager (Specialist Refuges) has responsibility for managing activities to ensure high quality support and services in accordance with the organisations policies and procedures and current best practice

- Responsible for the support, supervision and management of specialist services.
- Day to day responsibility for the management of services/contracts, including attending contract monitoring meetings alongside the Director of Operations.
- Developing team plans, annual performance appraisals and individual employee work plans (including training) with team members.
- Implementing and monitoring systems to ensure that the specialist services are meeting the requirements of funders, and to complete monitoring returns.
- Developing and maintaining constructive and effective relationships with partners and stake holders.



- Liaising with relevant communities and services and developing protocols to ensure access to services and equitable delivery.
- Assisting in the development and expansion of specialist services within **nia**.
- Responsible, in conjunction with Central Services, for the recruitment, induction and probation of team members, overseeing employee record keeping and other administrative forms.
- Ensuring appropriate communication within the specialist services teams, including organising and overseeing regular team meetings.
- Implementing relevant disciplinary and grievance procedures where appropriate.
- Liaising with service users to ensure regular feedback about the service, including dealing with complaints and developing and ensuring user participation.
- Ensuring that service users receive an appropriate service by developing, implementing and monitoring service delivery methods.
- Maintaining up to date knowledge on issues relevant to service users and staff and developing information resources.
- Participating in the provision of advice, information sharing and training.
- Maintaining basic financial and administrative systems.
- Ensuring adequate cover for services from agreed delivery points.

## **2. Housing & Finance Management**

- Void management and allocations.
- Updating rent management rent systems and maximising collection of rental income.
- Ensuring that the service operates within budget and is compliant with the **nia** project Financial Regulations.
- Contribute to fundraising applications as directed by the senior management team.
- Ability to create and exploit marketing opportunities to develop income generation.
- Ensuring the building and grounds are in a good state of repair and to HMO buildings standards.
- Health and safety legislative and good practice requirements are met and that prompt corrective action is taken where required.

### 3. Quality Assurance

- Ensuring the Women's Aid, AQS quality marks and other relevant standards are met by service delivery
- Supporting the Director of Operations and liaising with Women's Aid and AQS and other relevant bodies regarding the quality mark and funding alongside the Director of Operations and other relevant staff

### 4. General duties

The general duties of the position include:

- Promoting the aims and objectives of **nia** and representing the organisation at various fora and developing partnerships with appropriate organisations.
- Acting in accordance with **nia** policies and procedures and ethos.
- Attending and participating in regular training when required.
- Attending and participating in regular supervision, staff and other meetings as necessary.
- Carrying out your own administrative duties including maintaining accurate records, producing written reports.
- Participating in **nia** Out of Hours Managers back-up Service.
- Undertaking any duties consistent with the post as may be reasonably requested by the Director of Operations, Chief Executive, Board of Trustees etc.

**Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops.**

## PERSON SPECIFICATION

### Services Manager – Specialist Refuges

<b>Experience and Knowledge</b>		<b>A</b>	<b>I</b>	<b>T</b>
1	Substantial experience of working within the Violence Against Women and/or Children/Young People's sectors or similar field	X		
2	Knowledge of the issues facing women, children and young people affected by violence against women along with the ability to identify women's individual and collective needs	X	X	
3	Knowledge of problematic substance use and harm reducing interventions.	X	X	X
4	Knowledge of relevant Safeguarding Adults and Children legislation		X	X
5	Experience of staff management, supervision and performance development tools	X	X	
6	Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings	X	X	
<b>Skills and Abilities</b>				
7	Excellent communication skills with the ability to communicate effectively <ul style="list-style-type: none"> <li>• with service users and statutory, voluntary and other stakeholders</li> <li>• verbally and in writing</li> </ul> advocating for service users, raising awareness of gender violence issues and representing nia		X	X
8	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs	X		
9	Ability to analyse data and produce reports to a high specification			X
10	Ability to work independently and within a team, to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands		X	
11	A broad base of administrative skills including; Word, Powerpoint, Excel and using databases		X	X
<b>Personal Attributes and Circumstances</b>				
12	A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives	X	X	
13	Non-judgemental, non-directive and anti-discriminatory approach to empowering women	X	X	
14	High level of self-motivation and ability to think creatively with a 'can-do' attitude that can inspire others		X	
15	Able to work at evenings and weekends occasionally when required and to participate in the manager out of hours On Call rota		X	
<b>Education</b>				
16	Evidence of continuing professional development and relevant professional qualifications/training	X		

### Key to table

<b>A</b>	Application areas will be used to shortlist
<b>T</b>	Test
<b>I</b>	Tested at interview stage

**Please provide a supporting statement addressing all shortlisting criteria marked with “X” in the Application column (maximum word count: 2,500 words).**