**Rose Young People’s Service Manager**

**Job Description**

The Magdalene Group is looking to employ a Service Manager for our Rose Young People’s Service who will work collaboratively across the organisation in a management job sharing role incorporating direct case work.

We are seeking someone who has experience of managing a team of frontline practitioners in a similar role or field who will be responsible for managing the day-to-day running, and line management of Rose CSE Practitioners.

You will be dedicated and driven to ensure provision of a high-quality, effective and safe service which provides the best support to children and young people who have experienced child sexual exploitation.

The successful candidate will be required to build and maintain partnerships with stakeholders through networking opportunities and attendance at multi-agency meetings, groups and forums where you will be required to highlight key issues relating to our field of work.

Safeguarding is a top priority for The Magdalene Group and as a Service Manager you will undertake training to be a Designated Safeguarding Officer, responsible for managing safeguarding concerns relating to children, young people and the women we work with.

We provide gender and trauma-informed service and it is imperative that this role recognises and addresses the diverse range of clients’ needs, paying attention to increasing access for those who face barriers to accessing services, including language barriers, racism, disability, sexuality, gender, mental or physical health or substance misuse.

The Magdalene Group has a Diversity and Inclusion Vision: To maximise the potential of people from all backgrounds through a culture of fairness and inclusion to deliver the best service for our communities. We are committed to increasing our diversity and we would welcome applications from those with lived experience and/or anyone from diverse communities.

**Principal Responsibilities**

**Case Management and Delivery**

* To prioritise and allocate work to achieve aims and objectives of the service identified in the strategic and project plans.
* To ensure all contractual obligations are achieved to the highest standards by the team and quality standards/KPIs (key performance indicators) are achieved or exceeded and are reported on efficiently.
* To ensure that there is an effective referral pathway in place and that this is regularly reviewed with stakeholders.
* To provide ongoing and regular case management support, using recognised frameworks of practice (e.g., counselling, ISVA, Social Work) to inform these discussions, to staff to ensure effective and safe practice is maintained.
* To manage practitioners providing face-to-face and online interventions.
* To develop and maintain an operational review cycle for the service’s standard operating procedures and practice standards/guidance, ensuring robust systems and processes are embedded within the team including but not exhaustive to assessment, measuring progress, quality of interventions, approaches used, quality of case notes and sharing information with other professionals.
* To highlight key and emerging issues to drive change in local and national settings.
* To provide management and leadership to deliver services to the highest professional standards ensuring service practice complies with legislation, statutory guidance, procedures, performance targets, and timescales.
* To manage a direct work caseload.
* To regularly review service and individual performance against targets, quality assurance standards, professional standards, and relevant action plans against relevant audit framework and feeding key findings back to teams and individuals to ensure robust continuous practice evaluation and improvement.
* To provide regular, responsive high-quality team, reflective and best-practice meetings to staff and to ensure these are effective spaces for staff development and service development, including building evidence bases.
* To support a culture of focused, curious and critical thinking.
* To create an environment where practice knowledge and expertise are shared to maximise opportunities.
* To maintain and develop risk-management framework for direct working with individuals, including risk assessments and safety planning.
* To support practitioners to always communicate clearly, honestly and respectfully ensuring that practices and approaches are proportionate to the identified risk and need.
* To ensure data-entry to reporting systems is accurate, timely and in line with quality assurance requirements.

**Staff**

* To recruit, train, develop, monitor, and manage staff performance through appropriate direction, advice, support and supervision to ensure individuals and the team are motivated, resourced, and professionally competent to deliver the service plan on time, and to quality standards.
* To implement and manage the sharing of knowledge and good practice towards improving service delivery.

**General**

* To work collaboratively across the organisation as part of the Management Team in delivering our strategic aims and objectives.
* To produce reports, of the highest standard, for internal and external purposes.
* To develop and establish ongoing relationships with a range of partner agencies and stakeholders and to represent the organisation at local, regional and national events.
* To build an evidence-base of effective service provision in the field of CSE.
* To act as safeguarding lead for the organisation, leading on internal safeguarding training session and support with the completion of relevant internal and external safeguarding reporting.
* To undertake administrative tasks associated with line managing a service provision.
* To contribute to the preparation of information-based resources including leaflets, websites, and social media.
* To contribute to the development of policies and procedures of operational areas.
* To identify and communicate funding opportunities and gaps in provisions, including supporting with tenders/bids when required.
* To support the end-to-end project cycle relating to relevant service offers and developments.
* To act a point of contact for online communications including updates to our website and social media pages.
* To ensure all relevant aspects of health and safety compliance are adhered to.
* To ensure timely reporting of incidents and accidents internally.

**Accountable to:** Head of Service.

**Based at:** The Magdalene Group, 61 King Street, Norwich, NR1 1PH, and other organisational premises.

**Hours of work:** 37.5 hours per week. This is a full time post which will require flexibility with occasional early mornings and late evenings in order to meet client need.

**Salary range**: £27,500 - £30,500 per annum fte

**Annual leave**: 26 days plus Bank Holidays

**Other Requirements**

* Due to the nature of the role it is a General Occupational Requirement that this position be filled by a female. (This role is exempt under the Equality Act 2010 Schedule 9, Part 1.)
* Enhanced clearance by the Disclosure and Barring Service for children and vulnerable adults.
* Undertake all relevant and mandatory training appropriate to the role.
* Essential car-user with full clean UK driving licence, business insurance and breakdown cover. This post will involve travelling within Norfolk. There may be access to use of the work vehicle.