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|  **Women’s Services Manager (Doorway Project)****Person Specification** |
| **Criteria** | **Must be able to demonstrate**  |
| **Skills and knowledge** |  |
|  | * Excellent interpersonal skills with the ability to establish and maintain positive relationships with marginalised women and to support a team of frontline practitioners to do the same.
* Empathy with and understanding of the needs of stigmatised and marginalised women and the challenges and barriers they face.
* Ability to lead and motivate staff.
* An in-depth understanding of the specific needs of women experiencing exploitation and multiple disadvantage, including an understanding of policy and legislation that affects this group.
* Ability to communicate clearly and appropriately with clients, colleagues, staff and external professionals – verbally and in writing.
* Knowledge and understanding of relevant Safeguarding, Health, Social Care and Criminal Justice legislation.
* Ability to assess risk and take appropriate management action.
* Ability to plan and prioritise workloads within the team and to determine the allocation of resources accordingly and alongside own workload.
* Ability to raise and advocate for service-user voices around emerging issues.
* Ability to assess and implement an identified support package for individual cases***.***
* Knowledge of the impact of trauma and of working within a trauma-informed approach and ability to lead on trauma-informed practice across the organisation.
* Understanding of the voluntary sector and its engagement with statutory services.
* Act as a representative of The Magdalene Group in a variety of meetings and deliver talks to professionals and other stakeholders.
* Demonstrate a commitment, knowledge and understanding of Equal Opportunities Policy and anti-discriminatory practice.
* Ability to prepare and present reports and other documents.
* Ability to work effectively under pressure and respond effectively in a crisis.
* Ability to participate effectively in recruitment and selection and identify training/development needs of team members.
* Demonstrate professional challenge and negotiation skills in a way that inspires confidence and respect from others, both within and outside of the organisation.
* Ability to work autonomously and as part of a team.
* Strong administration, IT and digital media skills including Microsoft Word, Excel and Outlook.
* Commitment to continued professional development.
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| **Education, experience and achievements** |  |
|  | * A degree, or accreditation (e.g. ISVA, Social Worker), in a related field and/or demonstrable experience of working in a similar role and field of expertise.
* Ability to identify safeguarding and capacity concerns and take appropriate action to ensure concerns are acted on appropriately, effectively and efficiently.
* Experience in managing a team of frontline practitioners working with vulnerable adults, young people and/or children.
* Demonstrable experience of managing risk and providing interventions.
* Experience or understanding of monitoring and evaluating effectiveness of project outcomes through a variety of methods.
* Experience of partnership working with a wide range of services, voluntary and statutory.
* Experience of building an evidence base to inform direction of practice.
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| **Personal attributes** |  |
|  | * Ability to lead and manage a team of frontline practitioners.
* Ability to establish and maintain clear boundaries in respect of personal and professional responsibility.
* High level of accuracy, attention to detail and ability to maintain records throughout all services.
* Commitment to Equality and Diversity throughout all service delivery.
* Ability to work autonomously and make decisions and to work as part of a team.
* Passionate about working with marginalised women to make a difference.
* Non-judgemental attitude and commitment to openness and transparency in all aspects of work.
* Have a learning attitude and the ability to adapt to change.
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| **Special circumstances** |  |
|  | * An ongoing interest in the development of The Magdalene Group.
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