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Role Profile

Version: 2.0 | Authorised by Deputy Chief Executive Officer 26.07.23

Job Title: Service Manager

Dept: Community Services

Salary Rank: 4

Reports to: Community Services Director

Direct Reports:

- Snr Trauma Informed Therapist(s)
- Trauma Informed Therapist(s)
- Community Development Co-Ordinator(s)

Role Purpose

To manage specific services and teams, ensuring the provision of quality assured support services to male survivors and their loved ones.

Parameters

- Be the 'Thematic Lead' for a specific topic (as notified to you), ensuring that the organisation is providing the best possible service to meet the clients' needs and that it is responding appropriately to changes within or required by the topic.
- A member of the Operational Leadership Team (OLT).
- Lead the organisation's trauma-informed / survivor-centric therapy services provision in the community.
- Manage a caseload of no more than 12 clients.
- Hold direct line management responsibility for community-based Trauma Informed Therapy Services staff, student placements, and associated team members.
- Working with primary and secondary beneficiaries within the organisations area of benefit.
- Some local/regional/national travel may be required.
- Regular evening work will be required, with some weekend working when needed.

Main Duties and Responsibilities

- To manage the operational and clinical duty of care for support services
- To maintain the safe and inclusive provision of spaces for all clients
- To provide Line Management, guidance and professional and pastoral support to all client facing services staff and volunteers
- To effectively lead and successfully manage the provision of client services, as designed, and governed by the organisation, including ensuring KPIs are met, and data handling and reporting is accurate.
- To ensure that all services managed, effectively recorded, and identify threats and trends that will result in responding effectively to meet client's needs.
- To maintain and deliver relevant services to a small caseload of clients.
- Manage and deliver specific projects as directed and agreed by the Executive Team.

- To support the further development of the services that meet client's needs.

General Role Requirements

- Positively represent *We Are Survivors* at all times and in all environments.
- Play a part in developing and maintaining a respectful and positive working environment across the workforce; and support all colleagues to engage in cross discipline team working.
- Participation in the development and implementation of continuous service improvement.
- Accurately record all information in the relevant and appropriate management or storage systems.
- Provide a polite, courteous, and professional response to all inbound communications via electronic communications, telephone or in person, accurately recording any messages or follow on actions.
- Be responsible for reporting any concerns for the safety of an individual or damaged/faulty equipment using *We Are Survivors* ratified procedures.

Organisational Core Responsibilities

- A commitment to diversity, inclusion, and anti-oppressive practice.
- Always ensure the work you carry out is for the achievement of the mission "to break the silence of the sexual abuse, rape and sexual exploitation of boys & men and support them and their loved ones to engage in positive healing, free from the impact of abuse".
- Stringently uphold the organisation's values of transparency, integrity, understanding and responsiveness throughout your work and your representation of the organisation.
- Adhere to strict confidentiality boundaries as you have access to sensitive, restricted, and classified information; and ensure that you are fully compliant with all information governance policies set by the organisation and/or Information Commissioners Office.
- Respect individuals right to anonymity within and outside of the organisation.
- Fully comply with the organisations standard operating procedures / quality assurance, guidelines, policies, and procedures, ensuring you do not act to compromise the organisational standards.
- To remain aware at all times of your responsibilities for your own health and safety, for the Health and Safety of those directly responsible to you, your work colleagues and any others who may be affected by the operations under your responsibility or control.
- Ensure you comply with all requirements identified within infection control measures and risk management, both nationally and locally.
- To work positively and inclusively with everyone so that *We Are Survivors* provides a workplace that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender, or disabilities.
- To work flexibly in the interests of the organisation, which may include undertaking other duties provided that these are appropriate to your background, skills and abilities.

Job Description / Profile Acknowledgement

- I have read and understood the functions and requirements of this position. I understand this is not to be considered an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.



- I agree to comply with the General Role Requirements and Organisational Core Responsibilities outlined above and to report any violations to my line manager.

Employee Name:	
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Employee Signature:	
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Date:	
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Person Specification

The following attributes are **Essential** for this role:

Registration:

- BACP, BABCP, UKCP, NCS, BPS or HCPC registered.

Qualifications:

- Diploma in Counselling / Psychotherapy or equivalent

Knowledge and Experience:

- Understanding of issues relating to rape and sexual assault.
- Experience of leading and managing a team.
- Experience of working in a service with key performance indicators
- Previous experiences of working within a highly confidential setting.
- Experience in data management and information governance.
- Knowledge of developing effective working relationships, building trust, and influencing partnerships/staff to deliver outcomes.

Skills:

- Ability to prioritise own workload.
- Good written, verbal, and interpersonal communication skills.
- Proficient in the use of Microsoft Office Suite, or equivalent, and electronic database system
- Demonstrable ability to identify good practice & share across services.
- Access to a car (*Role Dependent*)

The following attributes are **Desirable** for this role:

Registration:

- BACP Accredited or equivalent.

Qualifications:

- Masters in counselling or Psychotherapy.
- Qualified in EMDR and/or PG Dip in CBT.
- Qualification relevant to role such as Safeguarding children and adults' level 3

Knowledge and Experience:

- Knowledge of current support services in the UK that meet the needs of male identified victims/survivors of sexual violence.
- Understanding of the legal framework for victims of sexual abuse, rape and sexual exploitation.
- Previous experience of working with male identified victims/survivors of sexual violence.
- Previous experience of working within a highly confidential setting, adhering to data governance.
- Previous experience of working within the voluntary, community or social enterprise (VCSE) sector.
- Experience in delivering engaging workshops to a variety of audiences.

Skills:

- A commitment to diversity, inclusion, and anti-oppressive practice.
- Mentoring.



Confidentiality Statement

When undertaking work for or on behalf of **We Are Survivors**, you will often need to have access to confidential information which may include, for example:

- Personal information about individuals who are clients or otherwise involved in the activities organised by We Are Survivors.
- Information about the internal business of *We Are Survivors*.
- Personal information about staff or volunteers working for *We Are Survivors*.

We Are Survivors is committed to keeping this information confidential, in order to protect people and *We Are Survivors* itself. 'Confidential' means that all access to information must be on a "need to know" basis and properly authorised basis. You must use only the information you have been authorised to use, and for purposes that have been authorised. You may not during or after the termination of your employment, disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to the company or its business or customers. Breach of this clause may lead to dismissal without notice.

You should also be aware that under the latest Data Protection legislation, unauthorised access to data about individuals is a criminal offence.

You must assume that information is confidential unless you know that it is intended by *We Are Survivors* to be made public and you have permission to make this information available.

You must also be particularly careful not to disclose confidential information to unauthorised people or cause a breach of security. In particular you must:

- not compromise or seek to evade security measures (including computer passwords).
- be particularly careful when sending information to other agencies and organisations.
- not gossip about confidential information, either with colleagues or people outside *We Are Survivors*.
- not disclose information, especially over the telephone, unless you are sure that you know who you are disclosing it to, and that they are authorised to have it.

If you are in doubt about whether to disclose information or not, do not guess. Withhold the information while you check with an appropriate person whether the disclosure is appropriate. Your confidentiality obligations continue to apply indefinitely after you have stopped working or volunteering for We Are Survivors.

I have read and understand the Confidentiality Policy and this supplementary statement and in signing this statement, confirm that I fully accept my responsibilities regarding confidentiality.

Name:	
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Signature:	
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Date:	
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