

**Job Title:** Service Manager – Minerva Services

**Service/Division:** Criminal Justice Services

**Reports to:** Senior Service Manager – Minerva Services

**Direct reports:** Yes

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities and with personal experience of the Criminal Justice System.*

### **Job Summary**

As an experienced manager with a proven track record of leadership in providing services to women in the criminal justice system or similar, the post holder will lead and manage the Minerva service across her geographic region, working collaboratively with fellow Advance managers, external agencies and key subcontracted partners across the South and /or East of England and London to provide a consistent and holistic service. This role requires the effective management of front-line keyworkers who will be delivering a 1:1 advocacy service, as well as a Women's Interventions programme, through women's centres and hubs, that fulfils the needs of the women accessing the service.

### **Key responsibilities and duties**

- Recruit, train and develop a team of competent and highly skilled keyworkers to provide a consistently high-quality service to women involved with the Criminal Justice System; supporting keyworkers to ensure that Advance's values, policies and procedures are embedded into service delivery.
- Ensure that the staff team meets regularly and that an inclusive and collaborative culture across your geographic region is driven by yourself, communicating frequently with staff and keeping them updated of new developments in the service.
- Monitor the performance of your team, offering continuous coaching and feedback to ensure that Advance meets the specific KPIs and outcome measures for the contract, taking immediate action to manage poor performance as necessary.
- Work collaboratively with fellow Service Managers across the South and/or East of England to ensure that the work supporting women in the criminal justice system (and DVA where appropriate) is a coherent and well organised service, meeting regularly to communicate issues across teams and reporting achievements, challenges and proposed solutions to the Senior Service Manager.
- Build networks and pathways, in order to provide institutional advocacy to criminal justice services and a robust whole systems approach, ensuring women's voices in this process are heard and listened to.
- Oversee the timely and effective upload of case management files by your team across both the Advance internal case management system (MODUS) and to the Ministry of Justice (MoJ) portal, leading a culture of accurate and swift record keeping.
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

### **General Information**

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division’s annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance’s Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

**PERSON SPECIFICATION: Service Manager - Minerva**

**E = Essential    D = Desirable**

<b>KNOWLEDGE AND QUALIFICATIONS</b>		
1.	A relevant qualification, for example in management, law, social work or Probation Studies, or other relevant area such as education, health or youth work, or significant equivalent relevant experience	E
2.	An in-depth knowledge of issues facing women offenders and those at risk of offending; both in and out of the criminal justice system	E
3.	Thorough understanding of violence against women and girls and its links to women in the criminal justice system	D
4.	Thorough knowledge of safeguarding practice, procedures and legislation	E
5.	Good understanding of the different agencies within the criminal justice system and their function, and the multi-agency environment in which services operate.	D
6.	A good knowledge and understanding of organisational systems and frameworks, line management and project management	E
<b>EXPERIENCE</b>		
7.	Experience of working in the criminal justice system, for example within or in partnership with Probation services or similar offender services.	E
8.	Experience of creating, developing and leading teams across a geographically dispersed region and remotely, including harnessing the strengths and potential of staff at all levels,	D

	building a strong team culture and maintaining staff motivation, particularly through periods of change.	
9.	Experience of working directly with women presenting complex needs related to offending (e.g. substance misuse, homelessness, poor mental health)	E
10.	Experience of delivering presentations, training and workshops in a multi-agency setting.	D
11.	Experience of risk management, needs assessment, safety and support planning, particularly with clients with complex/multiple needs.	E
12.	Proven track record of building and maintaining networks and working with partner agencies and other stakeholders to develop and deliver services.	E
13.	Experience with report writing, contract management and financial reporting including analysis of outcomes, outputs and gaps	E
14.	Experience of implementing quality assurance frameworks, monitoring, evaluating and measuring impact.	E
<b>TECHNICAL/WORK BASED SKILLS</b>		
15.	The ability to work well within a team and responsibly on own initiative and of maintaining professional boundaries with staff, clients and partner agencies.	E
16.	A flexible, proactive approach and the ability to remain calm and objective in stressful situations.	E
17.	Good project and time management skills, working effectively under pressure with the ability to manage conflicting priorities whilst maintaining service delivery and adhering to deadlines.	E
18.	Ability to manage change and new programmes of work to a high standard.	E
19.	Excellent listening and communication skills with a wide range of people of all ages and backgrounds.	E
20.	Ability to network, influence, problem solve, overcome barriers and apply solution focused approaches.	E
<b>GENERAL</b>		
21.	Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E
22.	Full UK drivers' license and access to a vehicle to be used for work purposes	E