



Victims' First Emotional Support Service – Service Manager

Job Description

Role Title: Victims' First Emotional Support Service - **Service Manager**

This role is full time and paid on NJC spinal points 35 – 36 £31,401 - £32, 233 (depending on qualifications and experience)

The role will be based at the new offices of Thames Valley Partnership, near Thame, Oxfordshire.

Postholder Reports to: the Director, Thames Valley Partnership

Thames Valley Partnership is an established registered charity of 25 years operating a range of support programmes across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire. The Victims First Emotional Support Service (VFESS) is one of these services, offering support to victims of crime. The programme works closely with the Victim's First Hub (operated by the Office of the Police and Crime Commissioner for Thames Valley) as this is the main route for victim referrals into the VFESS service.

Role: The role will have lead responsibility and accountability for delivering the Victims' First Support Service (VFESS) across Thames Valley and for managing the contract with the Office of the Police and Crime Commissioner (OPCC). The role involves providing strategic direction in the development of the service, close working with key partners and stakeholders across Criminal Justice Services and the support and line-management of all VFESS staff.

Key Tasks:

- **To ensure** the needs of victims are at the heart of all Services
- **To manage the PCC contract** including budget management, maintaining a close working relationship with the OPCC management team and working to achieve all operational targets agreed with the OPCC
- **To oversee all aspects of the Victims First Support Service** and the successful implementation of the project in line with plans agreed with the OPCC
- **To implement a Quality Assurance System and establish and manage systems and information** to ensure the provision of data, maintenance of records, effective referral systems and case management and monitoring systems in line with the requirements of the OPCC
- **To oversee recruitment , training and retention of volunteers and oversee the supervision of volunteers** which will be undertaken by locality case workers

- **To develop and maintain effective working relationships with key partners and stakeholders**
- **To recruit, manage and motivate** all VFESS staff
- **To undertake joint promotional work with OPCC**, to promote the service across the Thames Valley; to improve the reach of the service, to raise awareness to victims and to increase take up of the service.

Person Specification

Skills, Knowledge and Abilities

Essential

- Excellent management and team leadership skills, including effective motivator
- A wide knowledge of Victim Services and a desire to keep up to date with current research and market developments in relation to victims' services
- Sound professional knowledge of a casework approach to working with Victims to cope and recover, including evidenced based models of casework interventions
- Knowledge of risk management and safeguarding issues
- Commitment to and aptitude for Performance and Line Management
- Understanding of Quality Assurance and commitment to continuous improvement.
- A grasp of current key issues and priorities for Victims within the CJ system, and the implications for managers
- Excellent presentational and training skills
- An ability to communicate clearly, both orally and in writing
- An ability to produce, analyse and apply both hard statistical data and qualitative information to performance management
- Good contract management and budget management skills
- Ability to work effectively with partners at a senior level
- Knowledge of best practice in relation to the recruitment, training and support of Volunteers

Personal Characteristics

Essential

- Flexible thinker with a concern to promote positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice
- A people-centred approach.
- Ability to work at pace, absorb pressure and keep to tight deadlines
- Commitment to Continuous Professional Development and Learning

Other

- Required to travel within and outside of Thames Valley on occasions
- Be free from any medical condition which would prevent you from doing the job
- Be free from any criminal conviction which would conflict with the responsibilities of the post
- Be able to deal with all information on a confidential basis.

Thames Valley Partnership is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974