

## Women, Families & Recovery Manager – Female

*This post is exempt under the Equality Act 2010, Schedule 9, Part 1*

<b>Job Title:</b>	Women, Families & Recovery Manager
<b>Responsible to:</b>	Matrix Line management
<b>Direct Reports:</b>	2 Direct reports – women and family team lead and Recovery and Aftercare Team Lead
<b>Hours:</b>	35 per week (Mon – Fri 09.00 – 17.00) ( <i>flexibility to work outside of normal working hours as required</i> )
<b>Duration:</b>	Permanent
<b>Holidays:</b>	25 days pa plus statutory
<b>Pension:</b>	Auto enrolment pension in force (6% employer contribution)

The Women, Families and Recovery Manager will have the operational oversight into the day to day delivery of the Women, family and recovery services ensuring excellent standards of provision which enables and sustains recovery for individuals and their families.

You will provide strong leadership and management working across the service maintaining a presence within the Women's, Recovery and wider Via hubs – and will be responsible for contract management, service development and delivery of services which meet the distinct needs of our diverse service user group.

You will be responsible for the strategic development of Women, family and recovery services, service promotion, developing links with other agencies and partners across the county and informing best practice and contributing to wider local and national priorities e.g., effective treatment options for women.

### Key areas of responsibility:

Lead on all aspects of our partnership contract with Via including:-

- Provide strategic leadership for the successful running of the Women, Families and Recovery work in line with all requirements of our contract and wider regulatory bodies
- Excellent contract and performance management, and reporting including oversight of contract budget
- Responsible for the line management supervision of the women and aftercare team leads in line with associated responsibilities including recruitment, induction, performance management and work evaluation.
- Ensure all staff are providing excellent standards of support to the clients, in line with regulatory and internal quality standards.
- Attend Clinical Governance Meetings including Management and Team Meetings, Complex case discussions, Caseload compliance meetings.
- Undertake regular monthly compliance reviews and auditing of caseloads with a focus on continuous improvement
- Undertake regular monthly supervision with direct reports
- Provide training and guidance to wider teams ensuring understanding of the treatment process, specialisms with women, family programmes
- Ensure the team are working to target achievement across women, family, recovery and aftercare provision
- Maintain an excellent standard of safeguarding practice and awareness throughout the service and staff team.
- Responsible for attending and presenting at conferences and proactively developing relationships locally to establish referral pathways to ensure sufficient client numbers and utilisation of staff.

- Maximise opportunities for service development and improvement, ensuring the existence of a culture of continuous improvement and high quality client care.

#### **General Administration/Support Tasks**

- To identify any risks in delivering the service and comply with risk management procedures.
- To make use of internal line management and supervision as provided.
- To be responsible for own safety and others affected by your activities and to ensure adherence to the Nelson Trust/Via policies and procedures regarding Health & Safety.
- To attend training and development sessions as relevant and as provided.
- Contribute toward data collation and reporting as required.
- Develop own practice by maintaining and improving knowledge of relevant work practices.
- To undertake additional duties as required or directed and which are necessary to meet NT developmental and change objectives.
- At all times act in a manner that upholds the good reputation of the Nelson Trust and accords with generally accepted professional conduct.
- Follow agreed processes and protocols for storing transferring information and ensure confidentiality is maintained as the requirement of the Data Protection Act and General Data protection regulations.(GDPR)
- Be familiar with, and abide at all times by the Nelson Trusts Policies and Procedures, particularly those relating to Safeguarding/Protection, confidentiality and its Code of Ethics

**SAFEGUARDING** The Nelson Trust takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of its service users. Therefore we require that all staff share this and act accordingly by applying organisation policy and procedure and attending annual safeguarding training.

**EQUALITY & DIVERSITY** Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in

**HEALTH & SAFETY** Promote the Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department and at no time act in a way that may jeopardise the health and safety of clients, staff of visitors to the Nelson Trust.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required to ensure the efficient running of the organisation.

The Nelson Trust periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops.

Probationary period: All posts within The Nelson Trust are subject to a six month probationary period with a mid-point review at 3 months.

This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to adults at risk and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check. Applicants must be prepared to disclose any convictions they may have and any orders, which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

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#### **Person Specification**

Area	Essential
<b>Experience</b>	<p><b>Skills and experience to include:</b></p> <p><b>Leadership and Management</b></p> <ul style="list-style-type: none"> <li>• Strong management and leadership skills; minimum of 3 years' experience in an equivalent management role</li> <li>• Strong skills and experience of delivering complex work</li> <li>• Experience of delivering services against long-term vision and within the context of a wider strategy</li> <li>• Experience of building effective teams, encouraging change and innovation, and shaping an open, inclusive, and compassionate culture</li> <li>• Experience of driving culture change ensuing a positive and outcomes focused service</li> </ul> <p><b>Technical Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of working in a substance misuse and support environment</li> <li>• Experience of developing/continuous improvement of systems to support monitoring, evaluating, and learning from delivery</li> <li>• Demonstrable experience of performance and contract management and managing a budget</li> <li>• Experience of working in the health and social care sector, knowledge of legislative frameworks and leading on compliance standards</li> <li>• Excellent research and report writing skills</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• A developed understanding of the political, policy, and legislative context within which our services operate</li> <li>• Fully attentive towards issues of equity, diversity, and inclusion</li> <li>• Knowledge of the needs affecting women and families in the treatment setting</li> <li>• A strong desire to achieve the best outcomes for all SU's accessing our services</li> </ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• A track record of performance and quality improvement in previous roles, with a focus on demonstrating outcomes and impact as well as outputs</li> <li>• Strong understanding of financial management, with the ability to balance the competing objectives of quality, operational performance, and finance.</li> </ul> <p><b>Partnerships</b></p> <ul style="list-style-type: none"> <li>• Experience of building relationships with stakeholders, and partners</li> <li>• Experience managing conflict, finding compromise, and building consensus across varied stakeholder groups with potentially conflicting priorities</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Effective network builder, able to build rapport and meaningful relationships</li> <li>• Dynamic and persuasive communicator, able to inspire and catalyse change</li> <li>• Strong interpersonal, communication and leadership skills</li> <li>• Committed to a focus on the experience of women accessing treatment services</li> <li>• Discerning and strategic – knows how to apply limited resources to best reach an agreed goal</li> <li>• Demonstrable ability to assess complex problems, develop and evaluate options and implement solutions</li> <li>• A team player, able to work both on own initiative and collaborative in approach</li> <li>• Willingness to travel where needed and work from a variety of sites across the county</li> </ul>