

Job Description

Post:	Kettering Women's Centre Manager & Women's Services Manager
Responsible to:	Senior Management Team
Hours:	30 hours per week
Remuneration:	£12.85 per hour, payable monthly
Location:	Kettering Women's Centre and North Northants
Holiday:	28 days pro rata + bank and statutory holidays

Mission Statement - 'C2C Social Action support, inspire and motivate those experiencing social disadvantage (such as history of offending, domestic abuse survivors, drug and alcohol dependence or mental health issues) to move forward with their lives and to contribute positively to society'.

The role of Kettering Women's Centre Manager and Women's Services Contract Manager is to contribute towards the delivery of Women's Services in North Northamptonshire. The centre facilitates person centred support addressing all aspects of life, to women at any stage of the criminal justice system, working in partnership with many agencies including, The Probation Service, NHFT and a large number of other statutory and third sector agencies.

This role involves managing the centre volunteer team and the team of Wellbeing Coaches, along with the day to day running of the centre and the women's services contract.

KEY TASKS

- Manage the day to day running of Kettering Women's Centre
- Manage the centre volunteer team & the wellbeing coaches – recruitment, rotas & training
- Carryout regular supervision of centre volunteers & Wellbeing Coaches & case supervisions
- Manage the women's services contract and liaise with the prime contractor
- Receive referrals and allocate cases along with assessing and managing risk assessments
- Carry a caseload of women accessing the centre
- Ensure that the day to day delivery of agreed support plans are delivered on a 1-1 and in groups, by providing practical assistance and by liaising with local agencies in order to establish a high quality, robust support network.
- Ensure all case notes are recorded in a timely manner and all data is recorded
- Working with all parties to produce a suitable activities programme for the centre
- Deliver group work sessions as and when required
- Managing donations for service users
- Health and safety for the centre
- Safeguarding lead for the centre and the wellbeing coaches
- To be on call on a rota basis for safeguarding
- Ensure a welcoming environment to the centre
- Managing a budget
- Completion of management reports and administration in a timely manner



- Ability to network and promote the work of C2C Social Action with partners and all stakeholders across North Northants
- Ensure excellent working relationships are established and maintained with external agencies and all opportunities taken to promote the services of C2C
- Ensure all of C2C Social Action's policies and procedures are implemented and followed
- Promote C2C Social Action's mission statement and ethos
- To monitor and contribute to each service user's risk assessment
- To attend both internal and external training that is required for this role
- To contribute to relevant multi-agency meetings
- To ensure a safe working environment for self, colleagues and service users by ensuring risk assessments are completed when appropriate; taking personal responsibility for own safety and that of the team; e.g. reporting concerns
- Teamwork is a vital aspect of C2C's work and the post holder is also expected to take an active part in meetings as required, work to deadlines, and provide cover for colleagues across the C2C Team

KEY FACTORS FOR SELECTION

Essential Criteria

- The ideal candidate will be female given the nature of the role
- Willingness to operate in accordance with the Christian principles of C2C Social Action as laid down in the Faithworks Charter.
- Strong management skills and experience of managing a team and workload and ability to promote positive change management
- Well-developed interpersonal and communication skills with the ability to communicate verbally and written at all levels
- The ability to motivate and encourage staff, volunteers and service users in a nurturing manner and focused on their welfare
- Ability to work with a trauma informed approach
- Ability to demonstrate the need to maintain professional boundaries
- Ability to demonstrate professional experience of homelessness, substance misuse, domestic abuse, mental health and working with women with offending backgrounds and living chaotic lives
- Ability to demonstrate professional experience of working with and drawing alongside clients with complex needs on a 1-1 basis and in groups
- Have a proven track record of conflict resolution or de-escalation skills
- Able to maintain clear decision making even when under pressure
- Must be proactive and non-judgemental
- Be innovative and flexible in the development of services in the centre and approach to the work
- A proven track record of contributing to risk assessments and intervention planning and delivery
- The ability to be flexible, creative and innovative when supporting others
- Awareness of the diversity of humanity and the impact of inequality on people's behaviour, attitudes and life opportunities
- The ability to relate to a broad spectrum of individuals (professionals and service users) and demonstrate sensitivity and tolerance towards the beliefs and behaviour of others
- Personal resilience and initiative with helping people who are sometimes demanding and chaotic
- Commitment to high standards of confidentiality, data protection and information sharing and recording



- Strong administration skills and a good working knowledge of Office 365, including Microsoft Teams, Word, Excel, Outlook and case management systems

Desirable Criteria

- Knowledge of the criminal justice system.
- Knowledge of some of the issues surrounding offending.
- Knowledge and understanding of local housing provision.
- Knowledge of and commitment to the multi-agency approach to the rehabilitation of offenders.
- Knowledge of local agencies and their services.

Condition of Employment

This post is subject to Adult Workforce Regulations. Appointment and continuing employment will be subject to funding, the granting and maintaining of a satisfactory DBS and 2 suitable references. There is also a need for further vetting for this role and will be required before commencement of employment.

Staff are required to ensure immediate notification to their line manager of any personal involvement in criminal justice services.