

Service Manager – Domestic Abuse and Safeguarding Partnerships - Grade 14

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know there will still be challenging times ahead so we are always looking for better and smarter ways to work.

This key job will provide the strategic co-ordination to implement the Kirklees Domestic Abuse Strategy (including the associated Partnership Capabilities) and manage the work of the Domestic Abuse Partnership, This includes supporting other Safeguarding Partnerships and associated work streams across services such as Children's and Adults' Services (and their respective Boards); Modern Day Slavery, Child Sexual and Criminal Exploitation, Transitions, Prevent and Channel. You will be accountable for the development, commissioning, co-ordination and review of services which achieve outcomes for our service user and work closely with Adults and Children's Services to ensure safe and effective practice. You will also have a key role in the management and co-ordination of Domestic Homicide Reviews from notification to publication, There will be a key focus on early intervention and prevention and the central role our communities can play in affecting sustainable change through addressing root causes of domestic abuse and our place based working approaches.

The postholder must be able to demonstrate they have strong partnership skills in order to work effectively across a wide range of partners from the statutory and voluntary sectors, both at a local and regional level. In addition, you will work with senior council staff to maintain their involvement in the implementation of other related Kirklees strategies and secure their commitment to resources to support our strategic objectives.

The Job

Reporting to the Head of Service for Communities, you will be part of the service management team and be responsible for the delivery of multi-agency work streams within the Domestic Abuse Strategic Partnership and other strategies which are delivered as part of the Safer Kirklees Partnership Plan and the Kirklees Health and Wellbeing strategy. You will work closely with managers across Children's and Adult Safeguarding and other services (including the voluntary sector) involved in addressing the issues associated with domestic abuse, as well as manage the budget and commissioned contracts. You will manage the work and support the Chair of the Domestic Abuse Strategic Partnership and manage the Multi-Agency Risk Assessment Conference (MARAC) co-ordinator, by overseeing the Daily Risk Assessment Management Meetings and MARAC processes. You will also manage the Domestic Abuse Project & Development Co-ordinator to ensure that the partnership has the capabilities required to achieve the Domestic Abuse Strategy's vision and key priorities.

Should the Local Authority be notified of a potential Domestic Homicide, you will manage the processes associated with each case, as well as being responsible for ensuring quality assurance and adherence to the Home Office Multi-Agency Statutory Guidance to drive continuous improvement

Our services are based on promoting wellbeing through early intervention and prevention and providing evidence-based support and development of innovative practice. So, developing critical partnerships across the Council and with partners to deliver seamless services across boundaries at a local and regional level is key to this job.

You will be instrumental in the shaping of services and lead on identifying ways of improving outcomes for service users developing creative solutions – responding to changes in legislation and practice, such as ensuring cross agency compliance when the Domestic Abuse Bill becomes enacted.

You will ensure services are fully fit for purpose and able to robustly report quality, costs and performance against national and local indicators. You will contribute to local, regional and national forums representing Kirklees Council.

Job Checklist

- Delivers high quality, cost effective services to meet service user outcomes.
- Develops, delivers and effectively manages the partnership response to domestic abuse to the required standards, ensuring that the views of those with lived experiences and national research is factored into decision making processes.
- Creates and develops relationships with critical partners to provide seamless services.
- Takes strategic leadership responsibility including shaping and implementing the Domestic Abuse Strategy.
- Uses data and intelligence, as well as analysis of other complex information to inform service delivery and identify/respond to any gaps.
- Is accountable for delivering services within budget delivering necessary savings and efficiencies.
- Is accountable for the performance of their lead area and strives to achieve a culture of continuous improvement.
- Ensures employees are equipped with appropriate skills and resources and empowers them to deliver services effectively.
- Provides professional leadership to employees and acts as a role model ensuring the highest quality of practice.
- Works within a political environment to be able to inform elected members, portfolio leads and the Chair of the Communities Board around progress of the strategy; any identified risks and mitigation of these.
- Effectively introduces and manages change within services connected with domestic abuse and be able to identify and respond to any risks within these.
- [Please click here to see your responsibilities related to safeguarding.](#)

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Committed to making a positive difference to vulnerable people's lives you will work hard to ensure your service does the same. Your experience in managing relationships with a wide range of stakeholder and influencing partnerships means that you understand how to liaise between different managers to agree common objectives and ways of working which translate into outcomes for vulnerable individuals. Your passion and energy will inspire confidence in your colleagues and you will be able to challenge traditional approaches to tackling abuse and pilot new ways of working harnessing the talents and resources of local partners, seeking out funding opportunities to deliver work programmes.

As a manager and leader in the service you will use your communication skills to engage with employees, service users and carers and our partners.

You will create a supportive working environment where professional and personal development is encouraged and valued and wellbeing and resilience is promoted.

Working in a constantly changing environment you will champion new and creative ways of working and will lead in delivering service improvements. You will keep informed of research, new developments and best practice in related fields providing advice to policy makers.

You will have a reasoned and timely approach to decision making and will be accountable for your decisions. A commitment to performance management means you will take action to address underperformance and you will make sure any learning is shared and embedded across the service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

Positive, Honesty, Respectful, Flexible, Communicative, Supportive

Person Checklist

- Experience of working at a strategic level in domestic abuse and/or safeguarding field gained from either a local authority, health, voluntary sector, specialist agency or police.
- Credibility working with statutory partners on complex issues etc.
- Knowledge of relevant legislation and government guidelines in related fields.
- Experience at a managerial level and able to demonstrate employee and budget management.
- Experience of developing new work streams, identifying funding from mainstream resources and regional/national funding opportunities.
- Ability to produce reports on progress and impact of intervention to maintain confidence of strategic bodies and funders.
- Understanding of project and business management techniques.
- Understanding of the political environment.
- Proven relationship management skills and ability to influence at all levels across statutory and voluntary sectors.
- Ability to understand and manage complex situations across services, partner agencies and organisational boundaries.
- Ability to develop and implement management systems and procedures which evaluate service provision and employee performance.
- Analytical and problem-solving skills based on a clear understanding of domestic abuse and safeguarding issues and how they affect service users and communities
- High level communication skills to be able to present complex information and data both verbally and in writing to range of partners and service users in an accessible format.
- Accepts that a DBS check will be required.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to provide additional information to address all of the points in the 'Person Checklist'.