

JOB DESCRIPTION

Job title	Criminal Justice Service Manager
Location	A Way Out
Hours	35 Hours Per Week
Salary	£32,000
Ethos of A Way Out	<p>A Way Out is a charity with a difference.</p> <p>We are an outreach and prevention charity working with the most vulnerable and excluded women, families and young people. We engage, empower, equip and enable to prevent further harm, exploitation and life limiting choices and behaviours.</p> <p>A Way Out is not a “three strikes and you are out” agency, but one that works patiently and tirelessly with grace and mercy at the core, which motivates us to “go the extra mile”.</p> <p>As an organisation based upon universal Christian values, believing in meeting people where they are, building hope and trust, and empowering them towards recovery and ‘a way out’ of their difficulties.</p>
Job Summary	<p>Women become involved in the Criminal Justice System for a complex range of reasons. In our gender specific services we provide holistic support <i>to women by women</i>, to overcome challenges and address needs, enabling them to successfully move-on from services and live fulfilling, crime free flourishing lives.</p> <p>Our specialist Criminal Justice team provide inclusive and supportive interventions and are driven to achieve the best for local communities. We support women to build upon their strengths and work through any barriers that are preventing them from progressing and realising their potential.</p> <p>We are seeking a Criminal Justice Service Manager who will oversee the delivery of this contract and other commissioned services, maintain and develop strategic and local partnerships, and provide line management support to staff providing frontline delivery.</p> <p>It will be important as a Criminal Justice Service Manager that you ensure that the Service’s key functions are performing to a high standard and meeting all contract performance metrics. In your role you will be supported to take a lead role in promoting, developing and integrating the Services so that they are effectively able to meet the needs of participants involved in the criminal justice system. A key element of this work will be working with the Service Manager to support commissioners and stakeholders to monitor and manage performance and quality. . The Criminal Justice Service Manager will be able to bring knowledge of the Criminal Justice system and develop the service design and delivery</p> <p>As a motivational manager, it will be important to maintain the team ethos and build a dynamic culture of reflective practice and development. You will manage all aspects of team performance and development.</p> <p>The post holders will be required to work effectively with staff and Commissioners to co-ordinate the service offer so that this delivers the desired outcomes in the most effective manner.</p> <p>A flexible approach must be adopted at all times and the ability to cover a range of tasks is essential.</p> <p>This roles requires agile working which will include being office based, having oversight of delivery within community venues and with the possibility of some home working, therefore you will need to be able to work effectively independently, and as a virtual team, under pressure to meet challenging deadlines.</p>

Key responsibilities and duties

- To lead on contract management and service delivery, across all functions, ensuring compliance with the Service specifications, contract objectives and targets and quality.
- To work closely with the senior leads to ensure effective delivery in all commissioned services.
- In line with AWO's Strategic Business plan, strengthen and develop project service delivery around the core target groups within Cleveland, ensuring AWO's operational standards, procedures and core values are embedded into new project operations.
- To assist in the production of Service business plans for the management and development of the Service.
- To lead on ongoing developments of the Service.
- To take overall responsibility for the operational day-to-day management of Criminal Justice team, ensuring consistent and appropriate delivery in line with organisational values, principles, policies and procedures.
- To oversee data collection, information management, and communication systems, using where necessary the Ministry of Justice Case Administration system.
- To manage and coordinate efficient and effective staff deployment across the Service and within each locality, to provide adequate cover for all aspects of the Service.
- Ensure safeguarding protocols, policy and arrangements are complied with and are regularly discussed along with annual training and development for staff.
- Ensure that risk assessments are completed as required for both clients and all project operations ensuring that a risk based approach informs service delivery.
- Ensure that Health and Safety legislation is complied with within project delivery.
- To ensure that the Service models, and interventions delivered are appropriate, evidence-based, and effective to meet the emerging needs of women involved in the criminal justice system.
- To work closely with finance leads to manage the budgets for the services.
- Ensure projects are monitored and evaluated, implementing clear written policies and procedures around this.
- Provide regular progress reports to CEO, SMT and Trustees around project progress in meeting contractual, funded and organisational aims, objectives, outcomes and outputs
- To prepare reports, attend contract management meetings and put in place plans for remedial actions where required.
- Consult and liaise with the CEO and General Manager on all employment issues to ensure actions are within A Way Out policies and procedures and in line with current employment legislation

and best practice.

- To work closely with senior leads to ensure all aspects of staff performance and welfare are met, for example management of sickness, appraisals, recruitment, and probationary reviews.
- To maintain and develop quality services and pathways for all participants, which are accessible, consistent and seamless.
- To ensure participants and other stakeholders are involved in the ongoing improvement and evaluation of services.
- To actively manage diversity and promote equality and rights throughout all aspects of the Service.
- Develop networks to capture and understand what demand and need looks like in the areas that we operate.
- An up to date understanding of national and local strategies and policy, awareness of funding opportunities
- Develop strong relationships with strategic and service leads locally, enhancing A Way Out's profile and harnessing appropriate opportunities that arise.
- Assist in the implementation and further development of the strategy to increase the way services engage and work in partnership with, statutory, voluntary and community sectors
- To ensure adherence and implementation of all local, organisational and national policies relevant to delivery of the service, the workforce and beneficiaries.

General terms of reference – In carrying out the above duties the post holder will

- Take responsibility for fulfilling job description.
- Participate in appraisal, training and supervision processes.
- Ensure the implementation of all A Way Out policies.
- Keep abreast of relevant developments, legislation changes and practices and share them with the team ensuring that organisational changes are aligned where appropriate.
- Undertake other duties appropriate to the grade of the post.
- Work strictly within the guidelines of the organisation's Safeguarding, Confidentiality, Data Protection, Professional Boundaries and Health and Safety Policies at all times.
- Have a current driving licence and use of a car.

Please note this post exempt under section 7 (2) (e) and (f) of The Sex Discrimination Act 1975 and therefore open to female applicants only. The successful applicant will be subject to an enhanced DBS check.

This job description is not a definitive list of responsibilities but identifies key components of the role.