

Job Title: Adult Services Operations Manager

Location: A Way Out, Stockton and the Tees Valley

Reports To: Head of Service

Job Type: Full-time,

Job Summary:

As a Service Manager at A Way Out (AWO), you will play a crucial role in managing and coordinating outreach, engagement, and support within the service area. Your responsibilities will include leading teams and developing projects to address risk and need, overseeing safeguarding measures, and fostering stakeholder relationships.

You will work collaboratively with internal and external stakeholders to promote best practices, develop multi-agency networks, and contribute to AWO's growth and development. Additionally, you will be responsible for recruitment, volunteer development, budget management, training, and ensuring the team's adherence to policies and procedures. Your role will focus on delivering quality services, through performance and quality monitoring, whilst maintaining a gender and trauma-informed approach.

This role will also require some operational delivery and out of hours working.

Please note that this role is open to female applicants only, as permitted under Schedule 9, Part 1, of the Equality Act 2010.

Key Responsibilities:

1. **Outreach and Support:** Manage and coordinate outreach, delivery, engagement, and support services within the AWO service area.
2. **Team Leadership:** Lead teams and projects to address risks and needs of service users. Ensure structured support, risk assessments, and safety planning are in place.
3. **Safeguarding:** Oversee safeguarding measures within the service area and refer issues to the Service Manager as necessary.
4. **Training and Best Practices:** Ensure the service area stays up to date with training and best practices related to safeguarding, abuse, and exploitation.

5. **Staff Development:** Conduct staff appraisals and support professional development through the supervision process.
6. **Stakeholder Relationships:** Develop and promote relationships with internal and external stakeholders, including service users, partner agencies, and represent A Way Out at local and regional forums and networks.
7. **Multi-Agency Networks:** Develop multi-agency networks and links to support the service area, addressing issues such as addictions, housing, sexual and mental health, poverty, and abuse.
8. **Representation:** Represent AWO and contribute to multi-agency meetings.
9. **Growth and Development:** Assist the Head of Service in the growth and development of provision across the service area.
10. **Recruitment:** Undertake recruitment, including volunteers.
11. **Volunteer Development:** Develop the volunteer cohort in conjunction with the volunteer coordinator.
12. **Budget Management:** Ensure project spending and expenses align with the budget and promote cost efficiencies.
13. **Training and Presentations:** Develop and deliver training and presentations to promote service areas to a wide variety of audiences.
14. **Operational Delivery:** Undertake outreach, take part in the duty / drop in rota and cover operational delivery in specific circumstances, as required.
15. **Data Collection:** Collate data from the service area and ensure program monitoring, evaluation, and reporting mechanisms are completed, providing reports for Senior Management and Trustees.
16. **Learning and Performance Management:** Utilise learning and performance management to develop staff and the service.
17. **Policy Adherence:** Ensure staff and volunteers within the service area are aware of and adhere to policies and procedures regarding professional boundaries.
18. **Research and Dissemination:** Carry out research and ensure the dissemination of information related to best practices and changes in national and local policies.
19. **Legislation and Regulation:** Keep the team up to date with changes in legislation, regulation, and regional changes to key services and providers.
20. **Project Development:** Develop and lead ongoing aspects of project delivery, promoting developments to service users and external agencies.
21. **Funded Initiatives:** Contribute and lead where appropriate on new funded initiatives.
22. **Trauma-Informed Approach:** Work in a trauma-informed and strengths-based way with staff and service users.
23. **Therapeutic Interventions:** Collaborate with the senior therapist to develop and deliver therapeutic interventions for programs, supporting clients' emotional well-being.

24. **Referral Processes:** Lead the teams on the application of effective referral criteria, processes, and pathways into and out of projects, using identified screening and assessment tools and referring to other agencies where appropriate.
25. **Case Management:** Oversee all activities associated with case management, ensuring the quality assurance of case records and risk/need assessments.
26. **Health and Safety:** Manage health and safety within the service area, focusing on staff safety, lone working, confidentiality, and professional boundaries.
27. **Risk Management:** Manage and monitor project risks via organisational and service area risk registers.

Qualifications and Skills:

- Level 4 qualification in social care or another relevant discipline (relevant Level 3 qualification with significant management experience considered). Experience of managing projects, people and developing interventions, including coproduction.

Application Process:

To apply for the position of Service Manager at A Way Out, please complete the application form available at www.awayout.co.uk/join-the-team Applications can be submitted to HR@Awayout.co.uk by [closing date].

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