

PERSON SPECIFICATION

Job title	Unity Service Manager
Location	A Way Out, Stockton and the Tees Valley
Hours	Full Time. 12 Month Temporary Contract, Maternity Cover. This post may require some out of hours, evening and weekend work from time to time.
Reports to	Head of Service
Ethos of AWO	<p>A Way Out is a charity with a difference.</p> <p>We are an outreach and prevention charity working with the most disadvantaged 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” charity, but one that works patiently and tirelessly with love, hope and freedom at the core, which motivates us to “go the extra mile”.</p> <p>A Way Out believes in meeting people where they are, building hope and trust by empowering choices.</p>
Job Summary	<p>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 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.</p> <p>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 while maintaining a trauma-informed and strengths-based approach.</p> <p>It is an Occupational Requirement that applications for this post are open to women only, as permitted under Schedule 9, Part 1, or the Equality Act 2010. Enhanced DBS checks will be required.</p>

Evidence of meeting the selection criteria will be assessed via: application(A) interview/exercise(I) or during probation period (P)	A	IE	P
The person will have the following qualifications, knowledge and experience:			
<ul style="list-style-type: none"> 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. 	X	X	
<ul style="list-style-type: none"> A good understanding of the client group and the value of engaging clients into a co-produced journey 	X	X	X
<ul style="list-style-type: none"> Experience of leading, developing and managing teams 	X	X	X
<ul style="list-style-type: none"> Sound knowledge and experience of Safeguarding practice (and willingness to undertake any further relevant training). 	X	X	X
<ul style="list-style-type: none"> Knowledge and experience of professional boundaries in practice. 	X	X	X
<ul style="list-style-type: none"> Experience of overseeing care coordination or a support services role or supervisor within health, social care or substance misuse setting 	X	X	X
<ul style="list-style-type: none"> Identifying and assessing need using screening and assessment tools 	X	X	X
<ul style="list-style-type: none"> Involvement of developing and leading on projects and ideas to meet project objectives 	X	X	X
<ul style="list-style-type: none"> Experience of developing outreach initiatives to meet unmet need 	X	X	X
<ul style="list-style-type: none"> Experience of supporting and leading a small team of project workers and volunteers 	X	X	X
<ul style="list-style-type: none"> Experience of taking a multi-agency approach and working in partnership with public and voluntary sector organisations 	X	X	X
<ul style="list-style-type: none"> Experience of working to targets and performance management 	X	X	X
<ul style="list-style-type: none"> Experience in using Microsoft Office Word, Office Outlook, Power Point and Excel. 	X	X	X

The person will have the following skills and abilities:			
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills with the ability to establish and sustain contact with people experiencing multiple disadvantages. 	X	X	X
<ul style="list-style-type: none"> • Excellent presentation and report writing skills. 	X	X	X
<ul style="list-style-type: none"> • Be able to manage unpredictable and fast paced situations in a confident & controlled manner. 	X	X	X
<ul style="list-style-type: none"> • The ability to plan their own work, set priorities and complete them within given timescales. 	X	X	X
<ul style="list-style-type: none"> • Be able to work alone and use their initiative/flexibility working in a team. 	X	X	X
<ul style="list-style-type: none"> • Excellent organisational skills. 		X	X
<ul style="list-style-type: none"> • Ability to facilitate change and empower both staff and service users by developing their confidence, knowledge and skills. 	X	X	X
<ul style="list-style-type: none"> • Passionate about working with disadvantaged and at risk women and young people, particularly those who find mainstream provision hard to reach. 	X	X	X
<ul style="list-style-type: none"> • Empathetic and non-judgemental. 	X	X	X
<ul style="list-style-type: none"> • Flexible and adaptable to working with a range of service users in different contexts. 	X	X	X
<ul style="list-style-type: none"> • Hold a clean driving licence and has use of a car. 	X	X	X
<ul style="list-style-type: none"> • Able to work within, uphold and respect the organisation's values & Christian ethos. 	X	X	X
The following would be desirable:			
<ul style="list-style-type: none"> • Experience of working within the voluntary sector. 	X	X	X