



DOMESTIC VIOLENCE ADVOCACY SERVICE

Sligo, Leitrim & West Cavan

Job Description	
Job Title	Manager of Services
Description of Role	Working with the Board in ensuring that the organisation delivers its strategic objectives, the post-holder will lead the planning and delivery of services for The Domestic Violence Advocacy Service (DVAS) and Curlew Housing Association.
Reporting To:	The Board of Management
Responsible For	Seven staff members and a team of a volunteers
Location	DVAS Offices Sligo
Contract	Full time 35 hours per week
Salary Scale	€50,000 pa

1.	Main Purpose of the Role
	<ul style="list-style-type: none">• To support the Board in developing and achieving its strategic aims• To ensure that DVAS and Curlew Housing Association complies with its statutory, legal and regulatory obligations.• To plan, organise and co-ordinate the overall day-to-day management of services• To lead staff and volunteers to ensure consistently high quality service delivery• To devise and deliver appropriate governance, income generation, finance and operational plans to ensure organisation's sustainability.• To develop and sustain positive working relationships with key stakeholders in the community including funders, referrers, the media and other relevant personnel and agencies

2.	Key Functions and Responsibilities
	2.1 Leadership
	<ul style="list-style-type: none">• Provide strategic vision and leadership to the operation and development of DVAS and Curlew Housing Association.• Foster effective working relationships with the Board and staff.• Maintain and develop organisational culture, values and reputation within the community and voluntary sector and with all staff, volunteers, service users, funders, statutory agencies and regulatory bodies.• Act as the expert lead for the organisation, providing guidance and leadership in relation to complex operational crisis and safeguarding situations involving potential operational, legal and reputational risk to our service users and to the organisation and acting as advisor with external agencies, policy and focus groups

	2.2 Financial Management, Income Generation & Fundraising
	<ul style="list-style-type: none"> • Ensure prudent financial management of the organisation's resources within budgetary parameters and maintain compliance with all regulatory and statutory requirements. • Review monthly management accounts and ensure submission of annual accounts to external auditors • Prepare annual budgets in conjunction with the organisation's Administrator keeping overall budget, project budgets, bank accounts and income and expenditure under regular review.
	<ul style="list-style-type: none"> • Ensure accurate financial reports and monitoring information is provided at agreed intervals to ensure that the Finance Sub-Committee and Board are kept informed of the organisation's financial position and can fulfil their roles. • Develop and implement income generation strategies to maintain and enhance the level of funding from existing resources and develop new funding streams. • Provide direction, coordinate and support to staff and volunteers involved in income generation. • Ensure all funding is directed appropriately and within the funders criteria; maintain records, prepare reports and attend meetings as required with statutory and other funders • Monitor risk and inform the Board of any risks that the organisation might be exposed to and mitigate them where possible. • Ensure that appropriate insurance cover is maintained.
	2.3 Development and Management of Services
	2.4 Public Relations & Communications
	<ul style="list-style-type: none"> • Create and present a positive and consistent profile for the organisation which is reflective of its vision and aims. • Devise and deliver a strategy of active promotion of the organisation with the view to reaching women who may need to access its services. • Ensure positive and effective working relationships are forged and maintained between the organisation and external agencies; statutory and voluntary and the wider business community. • Act as an advocate for women and children subjected to domestic abuse, lobbying etc... lobbying key decision makers as appropriate to effect change in policy and practice. • Devise and implement and monitor effective internal and external communication systems. • Act as the organisation's representative in relation to all press, public representative and, legal enquiries and formal complaints. • Develop and build relationships with partner organisations, supporters, funders and potential funders to maximise opportunities for income generation.
	2.5 Board Support & Strategic Planning & Management
	<ul style="list-style-type: none"> • Work collaboratively with the Board to ensure that it fulfils its role and statutory, regulatory and governance obligations and in achieving the stated aims of the organisation. • Support the Board in the formulation and implementation of the organisations strategic plan which can guide the organisation in achieving its objectives and ensures the continued development of the service to include the setting of key performance indicators and key outcomes putting in place systems for ongoing review. • Attend all Board and Sub-Committee meetings as directed. • Prepare and present regular reports on all operational matters to the Board and its committees to facilitate decision making and ensuring that it is kept abreast of all pertinent information.

	<ul style="list-style-type: none"> • Support the Chair & Company Secretary in scheduling meetings, circulating papers, preparing agendas and minutes. • Facilitate communication between Board and Staff/Volunteers. • Formulate all required policies and procedures for Board approval and ensure implementation. • Anticipate and keep the Board informed of the impact of any regulatory and legislative changes and all potential risks pertinent to the organisation • Attend meetings with the Chair as directed.
	2.6 Human resources planning and management
	<ul style="list-style-type: none"> • Ensure that the service is adequately staffed at all times and review regularly. • Ensure that all employer's legal responsibilities are fulfilled on behalf of the Board to include those related to the work environment. • Manage and further develop volunteer programme in accordance with good practice guidelines • Promote a culture of effective and supportive team-working and one which is supportive of the organisation's vision, aims and values. • Take all reasonable steps to promote good staff relations, maintain morale and motivation of staff and volunteers. • Define and communicate clearly roles and responsibilities within the team • Convene regular staff meetings and ensure effective communication • Manage all aspects of the recruitment of new staff in line with recruitment policy • Induct, monitor, mentor and manage all new staff during probationary period • Manage individual performance to include regular one to one meetings and an annual performance review. • Coach and mentor staff as appropriate to improve performance • Identify individual and team training and development needs • Plan and deliver training as appropriate within budgetary guidelines • Manage grievance and disciplinary matters in line with policy. • Manage all annual and other leave in accordance with policy.
	2.7 General
	<ul style="list-style-type: none"> • Request and attend training as required • Comply with all of the organisations policies and procedures • Provide leadership and guidance in ensuring that all work of the organisation is underpinned by DVAS's core values • Any other duties consistent with role.

Person Specification		
1. Educational Qualifications	Essential	Desirable
• Third level qualification in related discipline or a minimum of 5 years related work experience	✓	
• IT Proficiency		✓
2. Experience & Knowledge		
• Direct experience of working with women subjected to gender based violence with a thorough knowledge of the range of interventions possible to improve the safety of women and wider related issues.	✓	
• 5 years working at senior management level within a not for profit service focused organisation	✓	
• Demonstrable experience of leading and managing a team of front line staff and volunteers in a delivery focussed service provision.	✓	
3. Key Skills & Competencies		
• Proven Financial Management Ability to include budget and risk management and income generation.	✓	
• An effective communicator with excellent presentation, influencing and negotiation skills	✓	
4. Personal Characteristics		
• A feminist perspective on the issue of domestic violence	✓	
• A commitment to quality service delivery	✓	
• Calm and measured in approach with the ability to remain focused and exercise sound judgement in crisis situations.	✓	
• A proven commitment to the principles of social justice, equality and diversity.	✓	
5. Other		
• Car owner will full clean driving license	✓	
• Flexibility to work occasional unsocial hours	✓	