

<b>JOB DESCRIPTION</b>	
<b>POST TITLE:</b> Deputy Service Manager	<b>LOCATION:</b>
<b>HOURS OF DUTY:</b> 37.5 hours per week	<b>SALARY:</b> £ 33,500 per annum ( plus London Waiting Allowance if applicable)
<b>RESPONSIBLE TO:</b> Senior Service Manager	<b>MAIN CONTACTS:</b>
<b>SPECIAL CONDITIONS OF SERVICE:</b> <ul style="list-style-type: none"> <li>◆ An enhanced Disclosure and Barring Service check will be undertaken</li> <li>◆ Able and willing to work flexibly and at other Medaille locations</li> <li>◆ Maintain confidentiality in respect of the service location and identity of clients and staff at all times</li> <li>◆ Must hold a full UK Driving Licence (preferably for a minimum of 36 months), have the use of a car and be insured for business purposes. NB not essential for Waltham Forest however must be able to travel between projects.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Service Users</li> <li>◆ Senior Service Manager</li> <li>◆ Safehouse Project Manager</li> <li>◆ Head of Modern Slavery Services</li> <li>◆ Director of Police &amp; Justice Partnerships</li> <li>◆ All Medaille Trust staff and Volunteers</li> <li>◆ CEO and Trustees</li> <li>◆ External agencies and statutory bodies including other Non-Governmental Organisations</li> </ul>

**MAIN PURPOSE OF THE POST:**

The Deputy Service Manager role at Medaille Trust will involve supporting the Senior Service Manager in overseeing services for survivors of modern slavery and human trafficking.

- ◆ To oversee the day-to-day operations of the safehouse accommodation and services for potential victims of modern slavery in the service and their dependents (where applicable) in a given geographic area.
- ◆ To manage the projects in the Senior Service Manager's absence.
- ◆ To attend Team and Service User meetings across projects. To undertake On Call duties.
- ◆ To work weekends as and when required.
- ◆ To oversee the general condition of any premises and to provide high quality support provision to service users in accordance with Medaille Trust policies and procedures. Ensuring that the Senior Service Manager is updated on all areas.
- ◆ To ensure all statutory, contractual and internal policy obligations around Health & Safety, Safeguarding, Data Protection and other matters as may be detailed are met.

- ◆ To work with Senior Service Manager to ensure all quality assurance measures are in place such as CQC, QMF, safeguarding audits, internal audits.
- ◆ To ensure services are flexibly staffed in accordance with service users' needs and available resources.
- ◆ To support the service by promoting cost effectiveness. Work with the Senior Service Manager to ensure the project is working within agreed budgets.
- ◆ To ensure new service users are welcomed and their needs are continually assessed.
- ◆ To work with the Senior Modern Slavery Case Worker and Modern Slavery Case Workers to supervise their production of support plans, updating records accurately and reporting key changes. This also includes preparing the client for exit, repatriation and any other resettlement plans.
- ◆ To line manage and supervise a staff team, ensuring staff receive adequate supervision, training and appraisals. Raising any concerns with the Senior Service Manager.
- ◆ To assist staff, where required, on supporting service users with such skills as budgeting, life skills, employment, education, training, repatriation and move-on and claiming welfare benefits.
- ◆ To recruit, induct and train staff and volunteers, distributing tasks for volunteers, in accordance with the needs of the service and service users.
- ◆ To ensure staff and volunteers adhere to all policies / procedures pertaining to their roles particularly those involving Safeguarding and Health and Safety.
- ◆ To ensure that any safeguarding concerns/referrals and Health & Safety concerns are communicated to Medaille's Safeguarding Lead as soon as possible and to attend any case conferences and multi-agency meetings with the Senior Service Manager.
- ◆ To be able to use The Salvation Army's database for logging service users' support and extracting reports/data.
- ◆ To ensure there is an up to date list of essential / useful external agencies for the benefit of service users i.e. doctors, job centres, training providers.
- ◆ To empower service users to maintain control over all aspects of their lives.
- ◆ To ensure service users access other services by advocating on their behalf and giving practical and emotional support i.e. solicitors, Home Office, counselling, Law Enforcement agencies.
- ◆ To communicate immediately to the Senior Service Manager any concerns around any breaches of security, house rules or service user agreements, especially where there are concerns about safety and safeguarding issues.
- ◆ To ensure an accurate record and distribution of subsistence allowances are paid to service users.
- ◆ To ensure that the petty cash system and recording of petty cash operates effectively and voids are kept to a minimum.
- ◆ To allocate subsistence payments using the petty cash system or B4B payments in accordance with the finance policies.
- ◆ To ensure monies are accounted for and documented accordingly.
- ◆ To arrange and supervise, where appropriate, garden maintenance, window cleaning and cleaning of communal areas.
- ◆ To ensure vacant rooms are prepared and clean with fresh bedding, etc for re-letting. Including carrying out cleaning and other light manual duties as needed.
- ◆ To ensure all complaints are recorded and reported and Senior Service Manager informed of all that come through.
- ◆ To ensure relevant quality standards are followed and maintained at all times, following Medaille Trust policies and procedures and the Human Trafficking Foundation's Slavery and Trafficking Survivor Care Standards.
- ◆ Contribute to service improvement, policy development, and identifying best practices.
- ◆ To complete any other duties as directed by the Senior Service Manager/Safehouse Project Manager/Head of Modern Slavery Services.

#### Health and Safety

- ◆ To maintain a safe and secure working environment.
- ◆ To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact, writing risk assessments as required.

- ◆ To ensure that all incidents, accidents or potential hazards are reported and recorded following the Health and Safety Policy.
- ◆ To be accountable for Health and Safety checks and maintain accurate records.
- ◆ To ensure all safety and security procedures are followed to keep self and others safe.
- ◆ To promote awareness of Health and Safety amongst service users, including those who use emergency / on call systems, fire prevention and control systems as necessary.
- ◆ To ensure that visitors and contractors are aware of priority Health and Safety risks and procedures e.g. fire procedures

### **SPECIFIC REQUIREMENTS**

The Deputy Service Manager will have previous experience in relevant sector or experience of working with adults that are vulnerable. The post holder will demonstrate a mature, honest, reliable, empathetic and non-judgmental attitude towards service users. This includes non-discriminatory and respect for cultural and religious heritage of all people.

### **ADDITIONAL DUTIES**

The service will be staffed in accordance with service user needs and flexibility from the post holder is essential to meet these needs, including working unsociable hours as and when required. Sleep over duties or waking night shifts may be required within the service and you will be expected to participate in an on call rota which will include bank holidays and the Christmas period for which you will receive an additional allowance. You may be required to occasionally work at any other premises at which your employer carries out its business now or in the future. You will be required to support local and organisational fundraising and engagement activities and events.

### **VISION, MISSION AND VALUES**

Our vision is a world where people are free from exploitation through human trafficking and modern slavery. Whilst exploitation continues to exist, our mission is:

- ◆ To offer protection to adult victims of modern slavery and their dependent children, and to equip them to become survivors.
- ◆ To bring justice for survivors by supporting the work of law enforcement authorities.
- ◆ To raise awareness of modern slavery and human trafficking amongst opinion formers and members of the public.
- ◆ To support initiatives that help prevent vulnerable people falling prey to exploitation in the first place.

Medaille Trust is a client focussed charity that equips victims of modern slavery to become survivors, we will act with Respect, Collaboration, Compassion, Empowerment and Passion.

### **SAFEGUARDING**

Everyone at Medaille Trust has a safeguarding responsibility. As part of the role the post holder will undertake mandatory safeguarding and Prevent training as part of their induction. The post holder will be required to ensure that vulnerable adults and children are safeguarded. The role includes a duty to refer any safeguarding concerns they may have to their line manager.

### **CONFIDENTIALITY**

It is expected that all employees will understand that our work is confidential and that confidential information must not be divulged. This obligation will continue indefinitely even after termination of employment.

### **TRAINING**

Medaille Trust is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals and development reviews.

**PERSON SPECIFICATION FOR THE POST OF DEPUTY SERVICE MANAGER**

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	<ul style="list-style-type: none"> <li>◆ Health &amp; Safety certificate</li> <li>◆ Fire awareness certificate</li> </ul>	<ul style="list-style-type: none"> <li>◆ Manual Handling certificate</li> <li>◆ IOSH (Managing Safely)</li> <li>◆ Emergency First Aid certificate</li> <li>◆ Diploma in Management / Health and Social Care (Adults) or similar qualification</li> </ul>	Application Form and Documentation
Skills	<ul style="list-style-type: none"> <li>◆ Ability to work within a 'risk assessed' environment</li> <li>◆ Ability to work under pressure</li> <li>◆ Ability to represent the Trust in a professional manner at all times</li> <li>◆ Excellent IT skills</li> <li>◆ Administrative, recording and reporting skills</li> <li>◆ Effective communication skills</li> <li>◆ Ability to lone work and work on own initiative</li> <li>◆ Ability to work with the minimum of supervision</li> <li>◆ Team working skills</li> <li>◆ Ability to maintain clear boundaries</li> <li>◆ Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress</li> </ul>	<ul style="list-style-type: none"> <li>◆ A second language</li> </ul>	Application Form and Interview

Experience	<ul style="list-style-type: none"> <li>◆ Previous experience in a relevant sector or experience of working with vulnerable adults</li> <li>◆ Experience of managing staff and carrying out line-management supervision</li> <li>◆ Experience of dealing with petty cash handling</li> <li>◆ Experience of supporting individuals suffering from trauma</li> </ul>	<ul style="list-style-type: none"> <li>◆ Experience and knowledge of working with people who have been subjected to modern slavery and human trafficking</li> <li>◆ Experience of working with migrants including refugees and asylum seekers</li> <li>◆ Experience of public speaking</li> </ul>	Application Form and Interview
Knowledge	<ul style="list-style-type: none"> <li>◆ Ability to demonstrate working knowledge of Health and Safety and fire safety</li> <li>◆ Ability to demonstrate working knowledge of Safeguarding Adults</li> <li>◆ Knowledge of benefit entitlements</li> </ul>	<ul style="list-style-type: none"> <li>◆ Knowledge of the criminal justice system</li> <li>◆ Knowledge of immigration issues or ability to attain relevant knowledge within probationary period</li> </ul>	Application Form and Interview
Special Conditions	<ul style="list-style-type: none"> <li>◆ Committed to equality of opportunity, respect and dignity of all people</li> </ul>		

## OUR WORK

Medaille Trust is one of the UK's leading charities in the fight against modern slavery. Our innovative model is based on three principles: Prevent, Protect and Pursue.

Our Prevent work includes advocacy and awareness raising work in the UK and a new Albanian project with an entrepreneurship academy helping to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Our Protect work provides direct and tailored support to victims of modern slavery. We are one of the UK's largest providers of survivor services, with ten safehouses and six outreach hubs, staffed round the clock by specialist staff, working with more than 600 men, women and dependent children each year.

Our Pursue work helps survivors to engage with police and within the legal system to seek justice and to secure convictions against their perpetrators.

We were founded in 2006 by a number of religious congregations under the leadership of Sister Ann Teresa SSJA and our work continues to be inspired by her example and commitment to the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable. All our work embodies a commitment to personalised support, recognising the dignity and agency of our service users and empowering them on a path to a life that is free from slavery and exploitation.