**JOB PROFILE**

|  |  |
| --- | --- |
| **POST:** | Operations Manager (Health) |
| **SALARY:** | £33,139 p.a. |
| **HOURS:** | 35 per week |
| **LINE MANAGER:** | Director of Operations |
| **RESPONSIBLE FOR:** | Health Team |
| **DURATION:** | Permanent (Subject to funding) |

The post holder will be responsible for leading the Pankhurst Trust (Incorporating Manchester Women’s Aid) (PTMWA) Health Team. This includes managing the IRIS (Identification & Referral to improve Safety) programme; a domestic abuse (DA) training, support and referral service to all 88 General Practices across Manchester to increase the numbers of survivors identified and referred for specialist DA support. Also to deliver MiDASS (Midwifery Domestic Abuse Support Service), a training and referral model for maternity staff in two of Manchester’s maternity units. The post holder will also lead other specific health related pilots, for example in dentistry and seek other opportunities to form partnerships with wider health areas. They will be responsible for building and maintaining effective relationships with commissioners, health partners and IRISi (IRIS interventions – national IRIS).

**MAIN DUTIES AND RESPONSIBILITIES**

**Operational Management**

* Lead the PTMWA Health teams, MWA IRIS and MiDASS, to ensure high quality one to one support and services in accordance with the organisation’s policies, procedures and current best practice.
* Ensure high quality, effective domestic violence and abuse (DA) awareness training is delivered to all health professionals and staff in GP surgeries and develop/update the IRIS training in liaison with IRISi.
* Ensure high quality effective domestic violence and abuse training to 3 Manchester maternity units and other areas of health as identified.
* Ensure all clients (and their children) referred to the Health Team receive an initial assessment that provides a comprehensive review of their needs and includes risk assessment, support planning and safety planning.
* Ensure that the Health Team undertake a holistic approach to supporting their clients ensuring their needs are met through high standards of support work, with particular emphasis on protection and safeguarding responsibilities for children and adults at risk of harm (vulnerable adults, those with additional care and support needs).
* Co-ordinate the team allocation of referrals, workload, training, case working, presentations and attendance at meetings.
* Proactively incorporate equalities considerations and a positive approach to diversity into the projects’ daily working and offer an effective response to harassment, sexist or oppressive practice or discrimination.
* Develop and maintain quality systems to deliver service standards and improve on service performance.
* Maintain and develop effective working relationships with commissioners, partners and other stakeholders to achieve the best outcomes for clients.
* Ensure the Health Team works in conjunction and partnership with other teams within the organisation and adheres to the overall aims and philosophy of Manchester Women’s Aid.
* Manage all members of the Health Team and any associated volunteers, ensuring their work meets required standards by utilising a range of management techniques including regular supervision and absence monitoring procedures.
* Support the team to develop strategies to engage with hard to reach surgeries.

**Leading a Successful Project**

* Lead on the monitoring, performance and evaluation of the service to measure the projects outputs and outcomes for service users.
* Monitor all staff members workload to ensure compliance with IRISi national and local commissioning reporting requirements.
* Lead on the development of the online case management and reporting tool to ensure this is fit for purpose.
* Be adept at analysing large datasets, preparing written reports, including annual reports, and using the data to inform future service delivery.
* Keep up to date with new DVA and health research and disseminate updates to clinical and non-clinical staff members and be adept at responding to challenges as they arise.
* Complete written reports (including monitoring reports for funders) and client updates that are appropriate for the audience for which they are written, including appraisal and recommendations for action as necessary.
* Confidently present and promote IRIS, MiDASS and other health initiatives and MWA’s philosophy at events and to large audiences. Recognise when presentation content and delivery needs to be adjusted to suit different audiences.
* Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained and compliance with all statutory provision, MWA policies and procedures and quality standards.
* Identify and support the implementation of independent evaluations as required to evidence outcomes and shape future IRIS DVA training and service development.

**General**

* Contribute expertise , critical thinking and support to the senior management team
* Support the development of effective client involvement activities in order to ensure the continued development of MWA services.
* Maintain a safe living/working environment within all MWA premises by undertaking risk assessments and health and safety checks of the office environment and community venues and crisis management.
* Follow strict MWA confidentiality procedures for all clients and their families.  
  Identify own training and development needs and participate in all training courses relevant to Manchester Women’s Aid commitment to providing high quality services.
* To work at all times with due regard to the policies and procedures of Manchester Women’s Aid, including financial regulations, participating in their development and amendment where required.

**Other:**

* The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
* This post is subject to satisfactory completion of a six month probationary period.
* Must be mobile to visit sites and work across the whole city as required.
* Post is open to women only under the Equality Act 2010, schedule 9, part 1

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL/DESIRABLE** | **ASSESSED** |
| EDUCATION/QUALIFICATION |  |  |
| Relevant professional qualification for example Health Care Professional (nurse/midwife) or Social Work or equivalent experience | D | Application |
| Training qualification such as IRISi ‘Train the Trainer’ | D | Application |
| EXPERIENCE |  |  |
| Experience of leading and managing a team and/or project | E | Application/Interview |
| Experience of managing staff and resources | D | Application/Interview |
| Experience of working within or in partnership with the NHS or other healthcare providers | D | Application/Interview |
| Experience of developing and delivering training to professionals | E | Application/Interview |
| Experience of building and maintaining partnerships and relationships with commissioners and other agencies | E | Application/Interview |
| Experience of delivering services and work plans to meet quality standards and agreed outcomes | D |  |
| Experience of working in a regulated environment and managing risk | E | Application/Interview |
| Experience of an outcome-led approach to working and developing a monitoring framework: providing regular monitoring reports to a range of audiences | E | Application/Interview |
| KNOWLEDGE AND UNDERSTANDING |  |  |
| Knowledge of effective training strategies and learning methods | E | Application/Interview |
| Knowledge of the current health climate and the role of primary and acute services in health and the community | D | Application/Interview |
| A good understanding of confidentiality and appropriate personal/professional boundaries | E | Application/Interview |
| A working knowledge of child protection and safeguarding children and adults at risk of harm (vulnerable adults with care and support needs) | E | Application/Interview |
| Excellent understanding of risk assessment and risk management | E |  |
| An excellent level of understanding of the impact of domestic abuse, poverty and disadvantage on individuals and families, in particular in relation to health. | E | Application/Interview |
| Understanding of working with clients with complex needs associated with mental health, drugs and/or alcohol | D | Application/Interview |
| A sound working knowledge and understanding of statutory and legal provision for people experiencing domestic abuse including housing, welfare and policy | E | Application/Interview |
| SKILLS AND ABILITIES |  |  |
| The ability to evaluate research or policy change and adapt training sessions to reflect this | E | Application/Interview |
| Excellent communication skills verbally and in writing with;  Health professionals, clients, statutory and voluntary organisations, commissioners and other stakeholders. | E | Application/Interview |
| Ability to effectively supervise and develop team members | E |  |
| Ability to work independently and within a team to plan and manage complex workloads, meet deadlines, problem solve and respond to unplanned demands | E | Application/Interview |
| Ability to work effectively with partner agencies to obtain appropriate outcomes for clients | E | Application/Interview |
| Ability to effectively assess and manage risks as they present | E | Application/Interview |
| Ability to take a holistic approach to work | E | Application/Interview |
| Ability to work on own initiative and prioritise work in a busy, and ever changing environment | E | Application/Interview |
| Ability to prepare and present reports and information in an accurate concise and meaningful manner | E | Application/Interview |
| Ability to critically assess own performance and reflect on own practice, making changes where necessary | E | Application/Interview |
| To have excellent report writing and IT skills including PowerPoint, Excel and Word | E | Application/Interview |
| OTHER |  |  |
| High level of self-motivation and ability to think creatively with a ‘can do’ attitude that can inspire others | E | Application/Interview |
| Commitment to equal opportunities and anti-discriminatory practice | E | Application/Interview |
| Evidence of continuous professional development | E | Application/Interview |
| Willingness to work flexibly and ability to travel to different sites and venues. The successful candidate must be a driver and have access to a vehicle. | E | Application/Interview |