

Job Description: Deputy Charity Manager



Job Description

Job Title:

Deputy Charity Manager

Management Structure:

Reports to: Charity Manager

Location:

The Kirkley Centre Lowestoft

Salary:

Up to £14.00 per hour, depending on experience

Hours per week:

25 - 30 hours – generally between 9am to 3.30pm Mon to Fri

Closing Date: 14th August 2024

Interviews week commencing 19th August 2024

Applications: Please submit a covering letter alongside your CV outlining how you meet the role description.

Waveney Domestic Violence and Abuse Forum

The Kirkley Centre, Lowestoft, 154 London Road South, Lowestoft NR33 0AZ

For the attention of Irina Hodkinson,
Irina.hodkinson@waveneydvforum.org.uk

01502 572143

About You

The ideal candidate will have demonstrable experience of working with vulnerable individuals, children, young people, and/or families, as well as knowledge of the effects that domestic abuse can have on survivors.

You will be familiar with Action Planning, and evaluation with experience in maintaining records. You will have the ability to work on your own initiative, as well as in partnership with other agencies or professionals, to promote individual wellbeing.

We understand that you may not have all the knowledge, experience, and skills mentioned in the Job Profile Document. However, your interpersonal skills, passion to have a positive impact, commitment to our purpose, and ability to learn quickly and collaborate effectively will be equally important. If you wish to learn more about the role or if you are unsure about whether to apply, we encourage you to contact our team.

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What we can offer you

We provide a benefits package to all our employees, including:

- Focus on learning and development (internal career progression and training)
- Generous holiday entitlement
- Employer pension contribution
- Clinical Supervision
- Employee Assistance Programme providing free 24/7 support and advice
- Christmas Closure not affecting annual leave

Background:

Waveney Domestic Violence and Abuse Forum is a Charity established more than 40 years ago, based in Lowestoft to support survivors of domestic violence and abuse. We provide advice and guidance and deliver training programmes as well as therapy to help individuals re-build their lives following abuse.

The Charity was established for the relief of emotional distress and suffering and the preservation and protection of the mental and physical health of those who are, or who have been exposed to domestic violence and abuse. Domestic abuse can include any incident or pattern of incidents of violence and abuse that occur by way of coercive control, controlling or threatening behaviour between intimate partners or family members, regardless of gender, sexuality, ethnicity or religious belief.

We aim to advance education of the public, organisations, and agencies in all aspects of domestic abuse, including its impact on individuals and a wider society, and meet with other agencies on a regular basis to discuss the best ways to achieve the aims.

Job Role:

- To support and deliver services for survivors of domestic violence and abuse to support them in re-building their lives following abuse.
- Networking with other services in the area to raise awareness of Domestic abuse as well as promoting our services.
- Support in the development of existing services and projects.
- Support in the recruitment and development of staff and volunteers.
- Provide cover for Charity Manager when required.

Main duties:

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Supervise and provide support for survivors of abuse.

Recruitment and development of potential volunteers – being proactive in following up enquiries and interviewing potential volunteers.

- Implement strategy for new projects
- Oversee initial contact, visits with service users and manage ongoing contact, ensuring data protection and GDPR guidelines are adhered to and reports are prepared.
- Ensure all materials and resources are up to date and available for staff and volunteers.
- Manage referrals in and out of the Charity, including management of own caseload and allocation of referrals.
- Keep an up-to-date record of contacts on Lamplight, and any further actions needed.
- Manage Monitoring and Evaluation with the support of the Charity Manager
- Oversee in-house counselling process and monitoring
- Set up and support quarterly Forum Meetings

Network, Training, Research & Learning

- To work alongside the Charity Manager in developing and delivering training to support survivors of abuse.
- To build and maintain strong connections with local services, especially in relation to housing, Police, homelessness, domestic violence, mental health and substance misuse charities.
- Attend partner meetings when required.
- To keep up-to-date with research that is relevant to the field of DA.
- Attend MARAC meetings when required.
- To liaise with Charity manager to ensure DBS checks are up to date
- Support in developing volunteer induction process
- To offer regular training and supervision for volunteers
- To attend monthly team meetings and be an active member in decision making for Charities future
- Support in preparing reports for quarterly Trustee meetings and fundraising feedback reports.

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General Duties

Monitoring and reporting - complete, manage and provide regular, accurate, appropriate and timely reports to agreed deadlines in order to monitor progress.

Office duties – working with workforce members as colleagues ensuring that daily tasks are completed in a timely fashion.

Perform other tasks as reasonably required according to the needs of the Charity and related projects.

Person Specification

Qualifications and Experience

Essential

Experience of face to face customer service in an employment advice/support related post.

Experience of delivery of training within a workplace environment.

Experience of using digital technology e.g. social media and other platforms.

Experience of managing, recording and monitoring progression.

Experience of working independently, planning and prioritising own workload.

Desirable

Knowledge of Domestic Abuse support services and the benefits system.

Current full driving licence and use of vehicle.

Knowledge and Skills

Essential

Ability to effectively promote WDVAF to referral agencies.

Ability to establish a network of contacts to facilitate engagement DA survivors.

Ability to motivate, support and enable people to develop.

Ability to work as part of a team in order to achieve overall objectives and goals.

Excellent presentation and interpersonal skills.

Excellent communication skills, written and spoken.

Excellent organisational and administrative skills.

Excellent knowledge of MS Word, Excel, email, Internet Explorer and Social Media.

Desirable

Knowledge and experience of financial reporting.

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Attitude

Essential

Willingness to learn new technologies.

Commitment to opposing discrimination and actively promoting equality of opportunity.

Understanding and commitment to the values, principles and approach of Waveney Domestic Violence and Abuse Forum.

Commitment to Health & Safety at work.