**EDAN Lincs**

**Domestic Abuse Service**

**Deputy to CEO**

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**PO Box 125. Lincoln LN1 1HA**

Telephone: 01522 510041 (opt.2)

Email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

15 September 2021

**Post of Deputy to CEO**

Thank you for your application request for the above post.

When completing the application form contained within the enclosed recruitment pack please ensure that you demonstrate how you meet the person specification.

Please **do not** include a CV as it will not be considered.

As with all charity based work, all posts are subject to funding.

The closing date for the post is 12pm on Wednesday 13th October, 2021 Interviews will be held (via ZOOM).

It is not possible to contact everyone who makes an application. If you have not heard from us by close of day on Thursday 14th October, 2021 you will have been unsuccessful on this occasion.

**Please send your completed application form (marked “private and confidential”) to:**

Celia Madden, (CEO)

EDAN Lincs Domestic Abuse Service

PO Box 125

Lincoln

LN1 1HA

**Alternatively:** you cane-mail your application to: info@edanlincs.org.uk

Yours faithfully

Natalie Turner

**PA & HR Project Administrator**

**EDAN Lincs**

**Tel: 01522 510041 option 2**

EDAN Lincs Domestic Abuse Service

EDAN Lincs Domestic Abuse Service provides refuge accommodation, outreach support and a wide range of support services for all who suffer domestic abuse; thus promoting safety, well-being and independence within the community. Our main office is based in Lincoln however we provide support to the whole of Lincolnshire.

EDAN Lincs upholds safeguarding requirements and our agency is committed to safeguarding vulnerable adults and children. Any offer of employment is subject to satisfactory pre-employment checks, which include: Identity verification; Qualification verification; DBS clearance; References.

**Deputy to CEO**

12 month contract – **subject to funding thereafter**

30 hours per week

£30,000 FTE

We are looking to recruit committed and enthusiastic individuals to join our dedicated team as a deputy to our CEO. The post holder will be required to oversee the management team as well as providing direct support our CEO.

Relevant experience and knowledge in DA is desirable.

**For an application pack, please contact:**

EDAN Lincs Domestic Abuse Service,

PO Box 125, Lincoln, LN1 1HA

Email: [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

Telephone: 01522 510041 (option 2)

**Closing Date:** 12pm on 13th October, 2021

**EDAN Lincs Domestic Abuse Service**

Deputy to CEO Person Specification

| **Essential** | **Desirable** |
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| **Knowledge and Experience** | |
| Hold relevant qualifications at degree level, or equivalent experience or a vocational qualification. |  |
| Have experience of managing and supervising a team, who provides frontline support services to domestic abuse clients or other vulnerable client groups who provide crisis intervention. |  |
| Have experience of developing new projects and initiatives to support staff |  |
| Have experience of data management and reporting in line with contracts. |  |
| Have an excellent understanding of domestic abuse including the impact on victims and their children and the legal and practical remedies available to these clients. | Have experience of providing support to victims of domestic abuse and an understanding of how it affects all those involved. |
| Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children. |  |
| Have sound knowledge of other voluntary and statutory services involved in the response to domestic abuse. | Experience of working in partnership with statutory and voluntary agencies. |
| Have an understanding of multi-agency partnerships and legalities of information sharing in domestic violence cases. |  |
| Have a good understanding of equal opportunities and its practical application. |  |
| Have a clear understanding of child protection issues, and the legal responsibilities surrounding these issues. |  |
| Can understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children. |  |
| Understand and be committed to equal opportunities and diversity issues in policy and practice |  |

| **Skills and Abilities** | |
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| Ability to motivate others and provide leadership within the service particularly in crisis situations. |  |
| Able to support and guide your team and have excellent advisory and communicating skills. |  |
| Have strong organisational, report writing and communication skills both in person and through writing. |  |
| Experience of supporting a governance process and implementing board decisions. |  |
| Be able to manage change and growth within your organisation. |  |
| Ability to work independently and be accountable and manage own workload. |  |
| Experience of working within legislative frameworks and using this application to develop, influence and encourage partnership working. |  |
| Good literacy and oral communication. |  |
| Good administrative and organisational skills |  |
| Ability to write reports to a high professional standard. |  |
| Ability to develop and deliver training effectively. |  |
| Experience in data management and reporting for contract purposes, |  |
| Advanced in the use of excel and confident using LOOKUP, pivot tables and macros | Recognised IT qualification. |
| Flexible and adaptable attitudes to working practices |  |

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| **Attitudes** | |
| Understanding of and empathy with EDAN Lincs’ aims and a commitment to those experiencing domestic abuse. |  |
| Commitment to the human and legal rights of vulnerable people. |  |
| Commitment to equal opportunities and the diverse needs of clients. |  |
| Act with integrity and respect when working with all clients, agencies and individuals. |  |
| Recognition of the complex nature of domestic abuse and commitment to acknowledging the unique nature of each case |  |
| Holistic approach to case management and commitment to sustainable solutions |  |
| Flexible and adaptable attitudes to working practices and willingness to contribute to the success of the team. |  |
| Ability to challenge in an assertive but non-confrontational manner. |  |
| Good attendance record and the ability to cope with pressure. |  |
| Willingness to undertake training as specified by EDAN Lincs. |  |

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| **Competencies** | |
| Provide professional advice that is clear, concise and in line with EDAN Lincs values. |  |
| Have a clear understanding and adhere to the relevant protocols on information sharing. |  |
| Escalate issues upward where there is an identified need. |  |
| Understand the information requirements of stakeholders and funders. |  |
| Identify and quantify potential risk and take appropriate actions. |  |
| Understand and adhere to the EDAN Lincs safeguarding policies and procedures. Seek guidance should a safeguarding issue arise. |  |
| Ensure EDAN Lincs policies and procedures for risk management are correctly implement. |  |

****EDAN Lincs Domestic Abuse Service

Job Title: Deputy to CEO

Job Description

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| **Job Title: Deputy to CEO** | | Version: 3 |
| **Reports to: CEO** | | |
| **1** | **Purpose of Job**:  To work closely with EDAN Lincs CEO to oversee the day-to-day management and development of the service in the following key areas:   * **Operational Management Lead** * **Operational Risk Management** * **Data management and reporting** * **Policy & Procedure** | |

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| **2** | **Main Responsibilities, Tasks and Duties:** |
|  | **Operational Management Lead**   * To provide line management to a team of outreach managers * To be responsible for providing regular supervision and annual appraisals * To work closely with the CEO in respect of any performance issues that may arise and ensure that EDAN Policy & Procedure, along with appropriate HR processes are followed * To support the CEO and management team in the Training & Development of a management induction training * To work closely with the CEO in the development of ‘Working Guidance Management Handbook’ whilst ensuring this is in line with EDAN Lincs Policy * To be proactive and solution focussed * To provide effective leadership and management to a small outreach management team * To deputise for the CEO at strategic meetings and contract management meetings as required |
|  | **Operational Risk Management**   * To work closely with the CEO and the management team to ensure we are meeting funding requirements in line with contract specification * Ensure the CEO is sighted on any operational risks and work closely with the CEO; commissioners and management team to consider options available to resolve the issues * Ensure that appropriate management action is being taken to mitigate these risks where appropriate * Work alongside the CEO to ensure the charity risk register is current; reviewed and updated within working practice. * To provide relevant reports for the CEO as necessary to share with the board of trustees as required |
|  | **Data Management and Reporting**   * To lead & oversee data management and reporting * To work closely with the CEO to develop a reporting document, to present to the board showing key areas that the trustees need visibility on, such as: movement in referrals, leads times and areas of risk and concern * To work closely with the CEO and Managers to ensure the required level of reporting of the contract key performance indicators ensuring data is collated in line with the contract specification * To work closely with the management team to ensure managers are able to maintain clear oversight of cases, whilst maximising efficiency * To review the adequacy of the ‘Empowering Communities Integrated Network System’ (ECINs) case-management information systems - familiarise yourself with the ECINs case management information system and to become the EDAN lead on this system, reviewing its effectiveness and implementing improvements, workarounds and policies around its use for reporting to the CEO and the board |
|  | **Policies and Procedures**   1. To support the CEO in the review of annual policies & procedures to ensure they align with EDAN Lincs aims and objectives 2. To ensure policies are reviewed and presented to the CEO, highlight and report on any identified changes required, to take to the board of Trustees for consideration and sign off 3. To ensure any changes in policies are disseminated to all staff within EDAN Lincs via internal agreed process following sign off by the board 4. To ensure staff and management are working within EDAN Lincs policy and procedures, and that these are very much part of the day-to-day practice 5. To keep up to date with legislative changes and other matters that affect domestic abuse, young people and the service |
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| **3** | **Supervision of People:** |
|  | 1. To provide regular supervision to a team of Managers 2. To provide annual appraisals and reviews in line with EDAN policy & procedures |

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| **4** | **Creativity and Innovation:** |
|  | 1. To contribute to creating a culture and environment that is forward thinking and positive; be open to new ideas; be alert to efficiencies and improvements that might be made in the service and take steps to implement them 2. To undertake any other reasonable duties as required by the CEO |

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| **5** | **Contacts and Relationships:** |
|  | 1. To develop and maintain professional working relationships with colleagues and partner agencies 2. To attend strategic meetings in the absence of the CEO |

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| **6** | **Work Environment** | |
|  |  | **Work Demands**   * To deal with emergency situations as presented * To maintain accurate and up to date records in accordance with required procedures * To have a flexible and adaptable approach * To complete reports within defined timescales and deadlines, often at short notice * Remote/ mobile work - a requirement to be independent, self-disciplined and a good communicator |
|  |  | **Physical Demands**   * Impact of workstation environment i.e. typing, VDU * Driving to locations in rural areas |
|  |  | **Working Conditions**   * Potential exposure to infectious diseases / illness |
|  |  | **Work Context**   * Lone working – See EDAN Policies and Procedures for guidance |

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| **7** | **Knowledge and Skills**: |
|  | 1. Ability to maintain clear and precise records |
|  | 1. Good verbal and written communication skills |
|  | 1. Organisational and people management skills |
|  | 1. Good time management skills, with the ability to prioritise work load. |
|  | 1. Advanced use of excel |
|  | 1. Confident using LOOKUP, pivot tables and macros |

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| **8** | **General:** |
|  | Full driving licence and the use of a car |

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| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post-holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be with the consent of the post-holder. |
| **Equal Opportunities -** The post-holder is required to carry out the duties in accordance with EDAN Lincs Equal Opportunities policies |
| **Health and Safety -** The post-holder is required to carry out the duties in accordance with the EDAN Lincs Health and Safety policies and procedures |
| **Safeguarding** – EDAN Lincs is committed to safeguarding and promoting the welfare of people experiencing domestic abuse, children, young people, and vulnerable adults. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. **DBS, identity checks, references and qualifications will be verified for all employees.**  The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the organisation. |

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|  | Name: | Signature: | Date: |
| Job Description written for EDAN by: | ....................…… | ....................… | .............. |
| Job Description agreed by: [Post-holder] | ....................… | ....................… | .............. |
| **Job Evaluation -** This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by EDAN.  Note: Qualifications and Experience headings are included in the Person Specification | | | |