

Job Description: Peripatetic Operational Manager

Threshold DASs are recruiting for a Peripatetic Operational Manager working over multiply projects.

Based: Office Based Llanelli

Hours of work: Full-time, with flexibility to work evenings, weekends and participate in an on-call rota as required

Hours: 35 hours a week (9am- 4.30pm Monday to Friday).

PURPOSE OF JOB:

The Peripatetic Manager will provide flexible management and operational support across Threshold DAS services, with responsibility for the Tŷ Rhosyn Housing Support Services and two other members of staff one a child worker and one a counsellor.

The postholder will provide effective leadership and management cover across services when required, ensuring that high-quality, trauma-informed and person-centred support is consistently delivered. The role will promote the safety, wellbeing and independence of women, men, children and individuals affected by domestic abuse and homelessness.

The Peripatetic Manager will work closely with service managers and frontline teams to maintain service continuity, ensure compliance with organisational policies and statutory requirements, and support the continuous improvement of service delivery.

Ensuring effective communication and joint working between all operational and administration teams. To assist in promoting and maintaining effective employee relations to undertake a strategic role in the planning and delivery of services.

Roles and Responsibilities

1. Service Management and Leadership

- Provide effective management cover across Threshold DAS services, including but not exclusive to Refuge/Dispersed and Tŷ Rhosyn.
- Ensure services operate safely, effectively and in accordance with Threshold DAS policies, procedures and values.
- Provide visible, supportive and empowering leadership to staff teams.
- Ensure appropriate staffing levels, rotas and operational arrangements are maintained.

- Respond effectively to operational issues, emergencies and changes in service demand.
- Support service managers with day-to-day operational management where required.
- Ensure continuity of management during periods of absence, vacancies or increased service demand.
- Participate in the management on-call rota as required.
- Chair and facilitate team meetings, case discussions and operational meetings where appropriate.
- Responsible for the management of the Child protection referrals.
- Responsible for the Refuge/dispersed staff, Ty Rhosyn staff, a child worker and counsellor.

2. Tŷ Rhosyn Housing Support Services

- Provide management oversight of Tŷ Rhosyn when required.
- Ensure effective delivery of housing-related support to people experiencing or at risk of homelessness as a result of domestic abuse.
- Support the prevention of homelessness through early intervention, housing advice and practical support.
- Ensure effective support around tenancy sustainment, benefits, budgeting and access to suitable accommodation.
- Support individuals to access social housing, private rented accommodation and other appropriate housing options.
- Develop effective links with local authorities, housing associations, landlords and specialist agencies.
- Ensure appropriate referrals, assessments, support plans and outcome monitoring are completed.
- Promote independence and sustainable move-on arrangements.
- Ensure service delivery remains focused on safety, choice, empowerment and positive outcomes.

3. Staff Management and Development

- Provide line management, supervision and support to staff where delegated.
- Ensure staff receive regular supervision, appraisal and opportunities for professional development.
- Support induction of new staff and ensure mandatory training requirements are met.
- Identify training and development needs within teams.

- Address performance, conduct and attendance matters in accordance with Threshold DAS policies.
- Promote a positive working environment based on teamwork, respect, accountability and continuous learning.
- Support staff wellbeing and encourage reflective and trauma-informed practice.

4. Safeguarding and Risk Management

- Ensure robust safeguarding arrangements are implemented and maintained.
- Ensure risks to service users, children and staff are appropriately identified, assessed and managed.
- Ensure safeguarding concerns are escalated in accordance with organisational and statutory procedures.
- Support effective multi-agency safeguarding practice.
- Ensure serious incidents are reported, recorded and reviewed appropriately.
- Promote a strong culture of risk awareness, professional curiosity and safe practice.

5. Quality Assurance and Performance

- Monitor service quality and ensure Threshold DAS standards are consistently maintained.
- Ensure accurate and timely recording, monitoring and reporting of service activity and outcomes.
- Contribute to audits, inspections, reviews and quality assurance processes.
- Identify areas for improvement and support the implementation of action plans.
- Ensure services meet contractual, regulatory and funding requirements.
- Promote evidence-based and trauma-informed approaches to support.
- Ensure service-user feedback is actively sought and used to improve services.

6. Partnership Working

- Develop and maintain effective working relationships with statutory, voluntary and community organisations.
- Represent Threshold DAS at relevant meetings and partnership forums.
- Work collaboratively with local authorities, housing providers, police, health services, social services and other agencies.

- Contribute to MARAC and other relevant multi-agency processes where appropriate.
- Promote effective referral pathways and joined-up support.
- Raise awareness of domestic abuse, homelessness and the services available through Threshold DAS.

7. Financial and Operational Responsibilities

- Ensure service activity is delivered within agreed budgets and organisational procedures.
- Monitor resources and identify operational pressures at an early stage.
- Ensure organisational property, equipment and resources are used appropriately.
- Support procurement and maintenance arrangements where required.
- Ensure health and safety requirements are implemented across services.

8. Organisational Responsibilities

- Promote Threshold DAS's values, mission and commitment to ending violence and abuse.
- Maintain confidentiality and comply with GDPR and organisational information-management requirements.
- Promote equality, diversity and inclusion in all aspects of service delivery.
- Ensure all practice is non-discriminatory and accessible.
- Attend training and professional development opportunities as required.
- Maintain professional boundaries and demonstrate a high standard of conduct.
- Work flexibly across Threshold DAS services and locations according to organisational need.
- Undertake other reasonable duties consistent with the level and purpose of the post.

Person Specification

Essential

- Significant experience of managing or supervising staff within a support, housing, domestic abuse, homelessness or related service.
- Educated to degree level in an appropriate subject area.
- Experience of working with people experiencing domestic abuse and/or homelessness.
- Good understanding of safeguarding and risk management.
- Understanding of trauma-informed and person-centred approaches.
- Experience of multi-agency working.
- Strong understanding of confidentiality, professional boundaries and information governance.
- Excellent communication and interpersonal skills.
- Ability to manage competing priorities and respond calmly to challenging situations.
- Strong organisational and problem-solving skills.
- Ability to work independently and make sound management decisions.
- Ability to travel between Threshold DAS service locations.
- Commitment to equality, diversity and inclusion.
- Commitment to the aims and values of Threshold DAS.

Desirable

- Management qualification or relevant professional qualification.
- Experience of managing refuge or supported accommodation services.
- Experience of housing support or homelessness prevention.
- Knowledge of relevant Welsh housing and domestic abuse legislation.
- Experience of MARAC and multi-agency safeguarding arrangements.
- Experience of quality assurance, contract monitoring or inspection processes.
- Welsh language skills.
- Full driving licence and access to a vehicle.

Key Competencies

The successful candidate will demonstrate:

- Compassion and empathy
- Strong leadership
- Professional judgement
- Resilience
- Accountability
- Effective communication
- Problem solving
- Flexibility
- Teamwork and collaboration
- Commitment to continuous improvement

General

This job description is intended to provide an outline of the main duties and responsibilities of the post. It is not exhaustive and may be reviewed and amended in response to the changing needs of Threshold DAS and its services.

The postholder will be expected to work flexibly and may be required to work evenings, weekends and participate in an on-call arrangement.

The post is subject to appropriate pre-employment checks, including an enhanced DBS check and satisfactory references, in accordance with Threshold DAS requirements.