



A safe place for anyone
affected by domestic abuse.

Role Profile	
Job Title:	Regional Manager
Hours:	35 hours per week.
Contract Length:	Fixed term until
Reporting to:	Operations Manager
Salary:	Starting salary to be advised
Base:	Llanelli
Overview of Threshold DAS Limited <p>Threshold DAS is a domestic abuse charity in southwest Wales, we cover a large and varied geographical area, providing services across Carmarthenshire, Pembrokeshire, Caerphilly, Blaenau Gwent and Torfaen.</p> <p>Our service model includes:</p> <ul style="list-style-type: none">• Emergency accommodation for female victims of domestic abuse and their children.• Support in the community and crisis drop-in services (for female and male victims).• Group programmes include the Freedom Programme for female victims, the LIFE YOU WANT Programme, Recovery Toolkit, and YOU and ME MUM.• Community programmes and support for children and young people exposed to domestic violence and abuse.• A wide range of training, teaching, employability, and upskilling to local communities, with life-changing courses and an online learning portal.• Charity shop• A programme of support for women to set up their businesses.• A programme of support for women with mental health issues• Peer mentoring and volunteering programme.• Foodbank• Repair Café.• Community garden and allotment project• Counselling services for adults and children and young people• Delivery of healthy relationships programme in schools for children and young people.• Children and Young people's mediation services• Early Family intervention programme including perpetrator programme: Choices.	

THRESHOLD DAS LIMITED:
Regional Manager Ty Rhosyn Housing Support Services

Overview of Ty Rhosyn Housing Support Services

Ty Rhosyn Housing Support Services will provide a housing support service for individuals who are homeless or at risk of homelessness.

The service will be accessible to individuals who are at risk of being homeless or who are homeless, as a result of domestic abuse and currently reside in the Carmarthenshire or Ceredigion area, who are relocating to this area from elsewhere or who are reporting domestic abuse to agencies within this area.

Opening hours for the service will be Mon-Fri 8 am-10 pm with duty staff covering each weekday evening between 5-10 pm. Duty staff cover will also be available Saturdays 9 am-12 pm. There will be a single point of contact phone number for the service that will transfer to the duty staff and our on-call Live Fear Free provision outside of these hours.

Purpose of the role:

The Regional Manager will be a key member of the Management Team reporting directly to the Chief Executive and will be responsible for the oversight and successful delivery of the Ending Rural Homelessness Programme.

- The role will involve leading and managing a team of 6 direct reports and supporting 4 indirect reports to provide a high-quality frontline service to those who are homeless or at risk of being homeless, delivering a service to those at the highest risk.
- To work closely with subcontractors across the Ty Rhosyn Housing Support Services partnership and be responsible for leading the Ty Rhosyn Housing Support Services, project delivery and co-facilitating the steering and delivery groups with the project sponsor.
- To initiate, develop, maintain, and monitor multi-agency links through procedures and protocols to keep safety central to all services for victims of domestic abuse.
- To implement and support the development of the strategic direction of the service and take a lead role in the local homelessness strategy partnerships.

Key Accountabilities – Regional Service Development

- Responsible for developing, managing, and leading a team that keeps the safety of victims of domestic abuse central to all processes. You will have direct and overall responsibility for the staff and service users that access the service.
- Responsible for the day-to-day management of staff, ensuring appropriate and effective delivery of services to those who present as homeless or who are at risk of homelessness, including risk assessment, safety planning, and referrals to other agencies.
- Responsible for the recruitment, selection and retention process for all staff and posts within the project.
- Responsible in conjunction with the Chief Executive and Ty Rhosyn Housing Support Services partnership for the rollout and successful implementation of the Communications Plan.
- Responsible for annual employee appraisals, performance reviews and professional development for all direct reports.
- You will ensure effective and appropriate support is available to address individual needs and develop productive working relationships by providing:
 - Case reviews and case supervision
 - Line management
- Responsible for regular reviews of the service which reflect the input, output and outcome monitoring, funding streams and the views of stakeholders and service users. You will ensure this informs the setting and monitoring of targets, objectives and the continuation and development of services and responses to domestic abuse, both internal and external.

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- Ensure the service recognises the needs and concerns of a diverse range of individuals and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all eligible service users.
- Develop and maintain effective relationships with key individuals and agencies to facilitate and enhance the programme of services.
- Review programme delivery in line with the quality assurance framework.
- Develop and deliver awareness-raising programmes for statutory, voluntary and community organisations across the delivery areas.
- Explore ideas and methods of project and service sustainability both during and at the close of the project period.
- Work with the Chief Executive and Business Development Manager to develop and implement an exit strategy at the close of the funded period.
- Ensure that effective Child Protection systems are in place and maintained.
- Ensure that services are monitored comprehensively and regularly evaluated to ensure continuous improvement.
- Create an evaluative environment that focuses on outcomes and impact.
- Ensure services implement best practices in relation to safety, accessibility, and participation.
- Report any concerns to the designated child protection person.
- Understand multi-agency partnership structures and work within a multi-agency setting in relation to homelessness and housing.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- Respect and value the diversity of the community in which the services work, and recognise the needs and concerns of a diverse range of individuals ensuring the service is accessible to all.
- Be proactive in carrying out periodic case reviews for the Ty Rhosyn Housing Support Services partnership.
- Ensure that any safeguarding matters are dealt with following Threshold DAS's safeguarding policies and procedures.
- Complete the required Leading Lights Service Manager training during Year 1 and also the Trauma Informed training.

Multi-agency operational and strategic partnership working.

- Represent Threshold DAS as the main contractor for the Ty Rhosyn Housing Support Services delivery across Carmarthenshire and Ceredigion whilst ensuring specialist subcontractor partners are embedded in their communities.
- Work in partnership with statutory and voluntary agencies, ensuring the role is central to multi-agency work and the response to homelessness and domestic abuse.
- Represent the service at multi-agency operational and relevant-level strategic meetings, feeding back initiatives and outcomes internally as appropriate.
- Influence and develop strategic and operational responses to improve services to those who are homeless or at risk of homelessness and victims of domestic abuse ensuring that the experiences of service users are central.
- Manage political relationships and influence local strategies to tackle homelessness.
- Ensure the involvement of the service in the MARAC, information sharing and risk management framework for high-risk victims.
- Develop and maintain links with other agencies, individually and as a service, developing protocols and referral procedures with external partners as appropriate.
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Governance and Finance

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- In conjunction with Threshold’s Chief Executive and Finance Controller, monitor all budgets concerning this project ensuring expenditure is within agreed levels.
- To provide financial reports in line with project reporting and monitoring deadlines and to highlight financial variances promptly.
- Ensure that the service is managed following its governing documents.
- Responsible for supporting the governance process, implementing board decisions, and communicating and reporting to the board on all aspects of its framework and service delivery.
- Provide routine reports to funders and stakeholders so that they can assess the overall performance of the service.
- Responsible for identifying and securing resources towards tackling Homelessness and implementing the funding plan agreed upon for the service.
- Ensure that the service complies with relevant legislative requirements as defined in its governing document/framework such as charity law, company law, financial regulations, employment law, health, and safety legislation, DPA, equal opportunities, Child Protection and Protection of Vulnerable Adults and any other legislation connected to funding and service level agreements.

Monitoring and evaluation

- Responsible for collation of data for all KPIs and reporting back to the National Lottery Community Fund and members of the Ty Rhosyn Housing Support Services partnership as required.
- Prepare and deliver quarterly service performance management reports, in line with their approved reporting format.
- Facilitate quarterly review meetings/visits with National Lottery Community Fund.
- Responsible for capturing, coordinating, and compiling service user feedback on a 6-monthly basis.
- Responsible for capturing, coordinating, and compiling stakeholder feedback on a 6-monthly basis.
- Responsible for evidencing continuous improvement in the quality and performance of the service, including efficiency savings.
- Ensure case files can be audited for quality assurance purposes by National Lottery Community Fund and Threshold DAS within agreed timescales and in line with service user consent forms.
- Facilitate bi-monthly peer support meetings for the whole team to promote consistency across the service and sharing of any concerns and positive outcomes/experiences.
- Ensure ongoing schedule of attendance at partner agencies' team meetings to seek feedback on implementation and service delivery, with a particular focus on communication & engagement; effective referral pathways into the service; and response times.
- Ensure all agencies have a named contact from within the service so that any issues can be raised and resolved quickly.
- Undertake caseload monitoring, hold case review meetings with all staff and carry out dip-sampling of cases (including needs and risk assessments) – a minimum of 15% of qualifying cases every 4-6 weeks.

HR Responsibilities

- Oversee all HR aspects concerning staff and volunteers within the project team in conjunction with relevant advisors for Threshold DAS.
- To organise structured clinical supervision for staff.
- To support staff to access the well-being hub and make the best use of this.
- Responsible for the recruitment and appointment processes for project team members.

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- Line manages individual team members including induction and the provision of regular supervision and appraisal in line with Threshold DAS policies and procedures.
- To ensure effective individual work plans and objectives are set for each team member.
- To identify training opportunities and requirements for project staff which are relevant and assist in project enhancement and delivery.
- Deal with staffing matters following organisational policies.
- Coordinate the recruitment, induction and supervision of volunteers within the project when required.
- To chair and manage staff meetings relating to the service.

Organisational

- Participate in relevant training and opportunities to increase and develop knowledge.
- Promote public awareness of the work of Ty Rhosyn Housing Support Services, DA Support Services, Threshold DAS, Partners, and Domestic Abuse issues.
- Ensure that all work is conducted to the highest professional standards.
- Follow Threshold DAS's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination from taking place.
- Lead, attend and participate in team meetings.
- Prepare for and participate in supervision, appraisals and team reviews.

Health and Safety

- To ensure the Health and Safety (H&S) of staff, volunteers and others within office locations and project delivery settings.
- To abide by the guidance and legislation as set out in the Threshold DAS's Employee Safety Handbook.
- To lead the implementation of the organisational health and safety strategy within the area of responsibility.
- Ensure those appropriate recording systems, safeguards and reporting mechanisms are maintained and reviewed as per organisational Health and Safety policy and best practice.

Other Duties and Responsibilities

- Keep up to date with relevant legislation, local strategies, policies and procedures concerning children and young people.
- Assist with organising and taking part in promotional, educational and funding activities as required.
- Ensure that all activities are within Threshold DAS budgets.
- Work flexibly to provide the service which may include weekend and evening work.
- Work flexibly to cover for other posts as required/appropriate.
- Work within Threshold DAS Codes of Practice.
- Maintain confidentiality with service users, staff and projects.
- To undertake any other duty reasonably requested by their Manager/Management.
- Take part in the on-call rota.

This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. The duties will inevitably change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility so that changing needs and circumstances can be met, and all changes will be discussed fully.

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Person Specification
Essential:
<p>You will be able to demonstrate the following key knowledge, skills, behaviours, and experience:</p> <ul style="list-style-type: none"> • A degree in an appropriate sector qualification such as Housing, Social work. • Possess an excellent understanding of housing and Homelessness. • Possess an excellent understanding of domestic abuse including the impact on victims and their children and the legal and practical remedies available to these clients. • Know the relevant legislative requirements involved in managing a service governed by a board such as housing, homelessness, charity law, company law, financial regulations, employment law, health, and safety legislation, DPA, equal opportunities, Child Protection /Safeguarding Adults, and any other legislation connected to funding and service level agreements. • Have an excellent understanding of the context of housing services and best practices when working with victims of domestic abuse. • Have theoretical and procedural knowledge of other voluntary and statutory services involved in the response to housing and homelessness. • Understand multi-agency partnerships and legalities of information sharing in domestic violence cases. • Demonstrable experience in Programme/Contract management and project sustainability. • Experience in reporting on project outcomes, and milestones within specified frameworks. • Experience in 'people' management and effective team leadership. • Experience in service user consultation and participation. • Evidence of effective multi-disciplinary and agency partnership liaison. • Experience in providing supervision to staff. • Well-developed organisational and administrative skills. • Excellent IT skills. • Excellent communication skills, both verbal and written. • Excellent numeracy and literacy skills. • Understanding of domestic abuse and its effects on children and young people and families. • Understanding of the dynamics of the third sector. • Ability to motivate staff and delegate appropriately. • Proven ability to work effectively and appropriately with confidential issues. • Confident and effective in dealing with difficult/sensitive situations. • Ability to meet deadlines and the ability to prioritise workload whilst under pressure. • Ability to deliver presentations to a variety of audiences. • An understanding of equal opportunities and their practical application. • A proven ability to work as a member of a team. • The ability to travel efficiently within and between the project areas of Carmarthenshire and Ceredigion as workload determines. • A flexible approach to working hours. • Experience in needs assessment, risk assessment and risk management. • Knowledge of relevant legislation concerning adults, children, and young people.
Desirable
<ul style="list-style-type: none"> • Degree or equivalent in a relevant field, i.e., social care or health and/or Management qualification. • Qualification or training in domestic abuse. • WWA Preventing and Tackling Domestic and Sexual Abuse/Violence qualification. • Master qualification in relevant discipline.

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- Knowledge of new housing legislation coming into effect in Wales in December 2022.,
- Knowledge of Rapid Rehousing model.
- Knowledge of relevant legislation within the field of domestic abuse including working with perpetrators of domestic violence and abuse.
- Experience in advocating for vulnerable people.
- Experience working within the voluntary/third sector
- Ability to speak Welsh
- A willingness to undertake and complete further qualifications as deemed necessary.
- Knowledge of safeguarding criteria and referral process.