## A logo with blue and orange letters Description automatically generatedA logo of a person with a hand raised Description automatically generated

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| **Job Title** | Manager - Ascend Domestic Abuse Service |
| **Employer** | North Tipperary Development Company (NTDC) |
| **Reporting Relationship** | CEO of NTDC |
| **Reporting Staff** | Staff employed in the Ascend service |
| **Location of Post** | Thurles and Nenagh Municipal Districts |
| **Closing Date for Applications** | 12.00 Noon Monday 25th of September 2023 |
| **Date of Interviews** | Week of Monday 2 October 2023 |
| **Benefits offered by NTDC** | **Salary:** Competitive salaries in line with those in the public service.  **Travel expenses:** Travel expenses are reimbursed at public service rates.  **Annual Leave:** 25 days annual leave.  **Pension:** Contributory pension benefits for long term staff.  **Organisation Culture:** Positive working environment and proactive approach to professional development, reflective practice, and supervision.  **Training & Development:** Opportunities to access training relevant to the role. |

**THE EMPLOYER: NORTH TIPPERARY DEVELOPMENT COMPANY (NTDC)**

North Tipperary Development Company (NTDC) is a local development company responsible for the delivery of a range of rural enterprise, social inclusion, and community development initiatives in the Tipperary North County area.

The purpose of NTDC is to act as a voluntary, non-profit making, private limited company with a mission to promote social inclusion, promote economic development, increase employment and enterprise opportunities, and promote wider participation in voluntary activity for the people of the area.

# THE PROGRAMME: ASCEND

Ascend is a Domestic Abuse Service which provides supports for women survivors of domestic abuse and their children living in North Tipperary. The mission of Ascend is to ensure that every woman can live a life without coercive control and reclaim the power to fulfil her potential. Ascend works collectively and collaboratively with women, families, communities, and agencies to promote a clearer societal acknowledgement of the unacceptability of domestic abuse.

Ascend is a client led service. We aim to put the safety of women and children at the centre of our work, to empower women in their lives, and to advocate on their behalf where appropriate. We aim to ensure that women have support and information about the dynamics of domestic abuse and of relevant services available so that they can make informed choices. Ascend has a team of support workers who provide one to one practical and emotional support for women survivors and journey with them as they seek safety and a better life for themselves and their children.

# THE ROLE AND PURPOSE OF THE JOB

The Ascend Manager is responsible for managing the Domestic Abuse Service for North Tipperary in accordance with the policies and practice of Ascend and the wider NTDC organisation. S/he is responsible for the day-to-day running of the service. This includes ensuring the effective and efficient operation of the Service and the quality of the supports offered. S/he is responsible for providing supervision and support for staff in relation to the work and their ongoing professional development. S/he also works as part of the wider management team within NTDC and contributes to the ongoing development of the wider organisation.

# CORE RESPONSIBILITIES INCLUDE:

* Responsibility for ensuring the quality and consistency of assessment, support and safety offered to service users. This includes ensuring that services are client led and that women survivors are supported in their efforts to enhance the safety and quality of life for themselves and their children.
* Oversight responsibility for the professional development of staff and staff practice. This includes developing their capacity to work as a team to deliver the service.
* Responsibility for overseeing the development of effective public awareness and prevention strategies.
* Responsibility for establishing and maintaining collaborative relationships with relevant agencies to optimise access for women survivors and their children to relevant services and to address matters of policy and practice which create barriers for women survivors as they seek safety and support.
* Responsibility for financial management of Ascend and ensuring that programmes operate within the parameters, guidelines and other requirements set down by funders.
* Responsibility to work as part of the broader management team within NTDC and proactively contribute to development of policy and practice within the wider organisation.

**Quality of Assessment, Support and Safety**

* To ensure that all service users are allocated an appropriate support worker in a timely manner.
* To work with staff individually and collectively to assess the needs of service users and develop appropriate support plans.
* To ensure service delivery is in line with best practice standards in the sector, that the service is client led and that an integrated package of services is available to all service users.
* To provide consistent case management support for staff, ensuring that service users’ needs are addressed and that risk assessment, care/support planning and safety planning are in line with best practice in the sector.
* To consistently review and develop the needs assessment and risk management processes to ensure that they are effectively identifying risk and protective factors relevant to each service user’s situation.
* To provide one-to-one supports for service users as and when appropriate.
* To work with the team to consistently review the services offered, identify gaps and develop new services and responses as and when required. This to include developing group based supports where appropriate.
* To respond to any informal or formal complaints by service users in a timely manner, following the complaints process in place in Ascend.
* To ensure that written policies and procedures which promote best practice are in place which give direction to the delivery of the service, to update these as required and to develop new polices to address any gaps in current practice.

**Professional and Practice Development of Staff**

* To be responsible for the quality of the service provided by staff and ensure that demonstrable evidence of high-quality services is continually collected and collated.
* To provide informal and formal support, guidance and casework management for staff, including monitoring workloads and ensuring accountability for quality of work.
* To provide monthly professional supervision for staff in accordance with NTDC policy.
* To promote a positive team spirit within the Ascend team and proactively develop processes which support collaborate and co-operation within the team.
* To ensure that the team operates in accordance with Ascend policies and procedures, and the team maintains confidentiality of information relating to clients of the service.
* To take a lead role in relation to the ongoing monitoring and development of staff performance. This includes carrying out staff reviews, addressing deficits in performance, identifying staff training needs and supporting the ongoing professional development of staff.
* To take a lead role in relation to the recruitment of staff as and when required. This includes working with the CEO regarding recruitment, providing induction for new staff and overseeing probation.
* To comply with NTDC HR policies at all times, and contribute to the ongoing development of such polices.
* To maintain relevant HR records and contribute to the collection and collation of HR and related records.

**Prevention and Public Awareness**

* To work with the staff team to develop the profile of Ascend within the community, raise awareness of domestic abuse and of the services available through Ascend. This includes developing promotional and other information material for dissemination across North Tipperary.
* To work with the staff team to identify and respond to opportunities to works collaboratively with women, families, communities and agencies to promote a clearer societal acknowledgement of the unacceptability of domestic abuse.
* To seek out opportunities to work collaboratively with local communities and relevant agencies to promote awareness of domestic abuse and of the role of Ascend. This includes providing information sessions and training opportunities for professionals and community groups as appropriate.
* To oversee the delivery of evidence-based prevention programmes for young people which raise their awareness of domestic abuse and their capacity to build healthy relationships based on dignity, respect, and equality.
* To ensure service user participation and involvement in the running of the service and their active engagement with the wider community.

**Working Collaboratively with Other Agencies**

* To positively promote the service and proactively represent the interests of all women, children and young people who have experienced gender-based violence.
* To advocate individually and collectively on behalf of service users to facilitate them to access services of relevant statutory and other agencies.
* To operate within the parameters of Children First and work collaboratively with Tusla and the Gardaí in relation to child safeguarding and any child protection concerns that arise.
* To participate in relevant fora and proactively work with local statutory and other agencies and seek to positively influence policy and practice development, eliminate barriers and facilitate timely access for service users’ to locally based, user friendly services.
* To work with statutory and other bodies involved in the development of national policy and practice and seek to positively influence national policy and practice regarding domestic abuse and the ongoing development of frontline services for women survivors of domestic abuse and their children.

**Information Gathering and Financial Management**

* To establish and maintain positive working relationships with the Department of Justice, Tusla and other funders.
* To ensure that the service operates within the agreed budget and in compliance with NTDC and funder procedures. This includes tracking any over or underspend and ensuring that the funding is spent within the agreed timeframe.
* To proactively work with funders and keep them inform on relevant matters related to funding and services provided with the funding.
* To submit financial and other reports to funders in a timely manner and comply with any deadlines or other requirements set by funders. This includes making timely applications for annual funding.
* To design, implement and maintain appropriate administration systems to ensure effective operation of the service.
* To gather and collate relevant data on the use of the service to inform the ongoing development of the service, provide demonstratable evidence of its effectiveness and provide information for funders as required.
* To provide regular written reports and other documentation on the service for internal and external purposes
* To proactively seek additional funding to enable Ascend to respond to gaps in service provision and develop new initiatives to expand and complement existing provision.

**NTDC Management Team**

* To report to the CEO of NTDC regarding the day-to-day operations of Ascend and keep him/her informed on all relevant matters of policy and practice, particularly where there are safety concerns.
* To work as part of the broader management team within NTDC and proactively contribute to development of policy and practice within the wider organisation in accordance with the values and strategic direction of the organisation.
* To ensure effective communication with other teams in NTDC and actively seek out opportunities to work collaboratively with other programmes to raise awareness of domestic abuse and facilitate access to the supports provided by Ascend.

**Other General Duties**

* To comply at all times with Ascend’s policies and procedures, including implementation of the following policies: Child Safeguarding; Data Protection; Confidentiality; Complaints; Volunteer.
* To work in a manner which positively promotes the aims, objectives and values of NTDC.
* To participate in monthly professional supervision in accordance with the supervision policy of NTDC.
* To actively participate in cross team meetings and training as required. This includes contributing to the development of other programmes in NTDC.
* Undertake any duties consistent with the post as may be reasonably requested by the CEO.

**HEALTH AND SAFETY**

The Ascend Manager has responsibility for the implementation of the NTDC Health and Safety policy as it pertains to the staff team, services provided, areas of responsibility and the premises used by Ascend.

***The above Job Description is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.***

**PERSON SPECIFICATION**

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| **Factors** | **Essential** | **Desirable** |
| Qualifications | * Relevant Level 8 professional qualification (e.g., psychology, social work, social care, counselling) approved by CORU or other relevant registration body | * Relevant Level 9 professional qualification |
| Knowledge | * Excellent knowledge and understanding of domestic abuse/ coercive control, post separation abuse and other issues affecting women survivors and their children. * Excellent understanding of trauma informed care and the impact of domestic abuse on women and children. * Extensive knowledge of services and supports required and available to women survivors and their children. * Comprehensive knowledge of domestic abuse and current legislation to protect and support women survivors. * Comprehensive understanding and strong working knowledge of Children First and other relevant legislation. * Comprehensive knowledge of statutory and other regulations regarding working with women and their children and the practice implications of these. | * Knowledge and experience of a client data collection system e.g. a CRM System |
| Experience | * At least 5 years’ relevant experience in a social care/ counselling setting * At least 3 years’ experience of working one-to-one with vulnerable service users in a supportive/key working role. * Strong track record in key working, needs assessment, prioritising interventions and developing support plans. * Experience of working one to one with service users who have experienced domestic abuse. * Strong track record in effective case management. * Strong track record in working collaboratively with other agencies in the provision of services. * Strong track record in effectively advocating for service users. * At least 2 years’ project management and/or staff management experience. * Track record in managing budgets and meeting funding requirements. * Knowledge and experience of reflective practice and commitment to engage in self-reflective practice. * Proven ability to manage a demanding and diverse workload. | * Experience of successfully applying for funding and meeting requirements of funders. * Track record in providing professional supervision for staff. * Track record in providing key working support for women survivors in relation to domestic abuse. * Experience in designing and delivering group-based programmes for vulnerable service users. |
| Core Competencies | * Ability to build positive working relationships with other stakeholders including service users, colleagues, funders and other agencies. * Empathetic nature and appreciation of the challenges experienced by women in domestic abuse situations. * Ability to communicate the challenges for women to other stakeholders and successfully advocate for service users. * Ability to work collaboratively with other agencies and positively influence the policy and practice of other agencies to make services more accessible to service users. * Ability to lead a team, foster a strong teamwork ethos and a spirit of co-operation and collaboration. * Ability to foster the confidence and competence of staff individually and collectively and support them to achieve their professional potential. * Excellent case management skills and capacity to assess needs and risks in relation to domestic abuse and child protection. * Ability to challenge appropriately and manage conflict in a timely and constructive manner. * Excellent problem solving and crisis management skills and ability to make effective decisions in a timely manner. * Excellent verbal and written communication skills including presentation skills and report writing skills. * Excellent administrative skills and ability to establish and maintain effective administrative systems, keep accurate records, and produce reports in a timely manner. * Ability to effectively develop and implement clear written policies. * Self-starter with capacity to apply creativity and initiative appropriately within the parameters of the role. * Excellent planning and organisational skills with proven ability to identify priorities, work to deadlines and organise the work to ensure optimum service delivery. * Strong resilience and capacity to manage stress and to work effectively under pressure. * Demonstrated ability to manage the day-to-day operation of a service. * Capacity to prepare funding proposals, complete service reports and meet other reporting requirements of funders. * Excellent IT skills, including Word, Excel, and PowerPoint. * Capacity to accurately represent the mission, objectives, and ethos of Ascend and of NTDC. |  |
| Other requirements | * Understanding of and commitment to confidentiality as it applies to a service for vulnerable adults and children. * Integrity and dependability. * Empathic nature, people oriented and concern for others. * Self-awareness and willingness to learn. * Commitment to equality and the ethos/policies of NTDC. * Full clean driving licence and use of car as required for work. * Adaptability and flexibility re unsocial hours and multiple sites. * Satisfactory police/Garda clearance |  |

**TERMS OF EMPLOYMENT**

Full-time position - working 35 hours per week. This is initially a fixed term contract until 31st December 2026. The continuation of the contract is subject to continued need for the service and continued availability of funding. The Ascend Service has been in operation since 2002 and has consistently received annual rollover statutory funding during that time.

**SALARY**

The salary is commensurate with qualifications and experience based on a salary scale of €52,557 - €64,212.