

THE MINSTER CENTRE

JOB DESCRIPTION

Title: Interim Manager (Non–Clinical):
Families without Fear Project

Salary: £30,000 pro rata 21 hours

Reporting to: Director of Services

Location: Queens Park, London NW6

Responsible for: Manager of the Men’s Service and Manager of the Women’s Service, Administrative Assistant

THE MINSTER CENTRE

The Minster Centre runs MA & Diploma courses in Integrative Psychotherapy and Counselling, a referral service providing individual psychotherapy and counselling and two projects, one supporting refugees and the FWF Project dealing with domestic violence.

JOB SUMMARY:

The post-holder will be responsible for the effective delivery and management of all non–clinical aspects of the Families without Fear Project.

Oversee the welfare and safety of everyone involved in the project, clients, clinicians and managers and Minster Centre colleagues.

Provide back up for child protection and other risk management situations for clinical managers and child protection, in conjunction with the Director of Services and FWF Project Child Protection Lead.

Day to day management of FWF Project

1. Have oversight of the project's work programme and ensure targets are met, In consultation with the Men’s Service and Women’s Service Managers, and Director of Clinical Services.
2. Non-Clinical line management of the Men’s Service Manager and Women’s Service Manager and the Administrative Assistant.
3. Oversee the operation of the work programme for the staff team and ensure they are adjusted as necessary to keep in line with Project objectives.

4. Ensure regular communications and admin activities are undertaken on time, including issuing contracts to paid staff and volunteers, dissemination of information to project workers, maintaining statistical information on enquiries and client work. Ensure smooth communications between project staff. Monitor and respond to email, answer FWF enquiries line, take telephone messages, record, pass on and ensure follow up. Check for faxed referrals and distribute. Check web-site Google email account daily for new emails and make sure recorded and sent on and actioned. Receive and distribute information via email about or from other agencies and distribute out to FWF staff.
5. Deal with first contacts and new enquiries from the public. Talk to new referral agents about FWF programmes and explain referral procedures. Talk to new clients about the project, and what's involved.
6. Take In and log all new referrals, circulate information and make sure they get actioned. Ensure effective monitoring of new cases, so that new referrals are recorded on to PVAR and SAP data base.
7. Organise team meetings, training days, other staff member's attendance at conferences, FWF staff participation in external research, and consultations.
8. Report on progress at team meetings; provide written reports to the Director of Services and Trustees.
9. Liaise with the Minster Centre Administrator/ Finance Manager over room booking for the project's clinical work and training.
10. Ensure all financial procedures are followed
11. Liaise between project and clinical supervisors, Co-ordinate supervision arrangements, pay invoices, keep all involved in supervision up to date with planned supervision dates, keep clinical supervisor updated about all project changes, to staff team, etc..Be first point of contact for supervisor in case of any clinical concerns, in conjunction with clinical managers.

2. Inter-Agency Relationships and Policy work

1. Attend multi agency conferences and strategic forums as they arise, attend other relevant meetings and events to promote the project's services and influence policy.
2. Attend Respect's London Forum
3. Progress Respect Accreditation Process and Progress Redamos data base system, ensure it is integrated into the FWF system.
4. Maintain the links/relationships already developed, together with service Managers as required.

5. Maintain FWF's membership in other organisations, including Respect, BRAVA, Women's Resource Centre, and Women's Aid.
6. Liaise with Brent and Harrow DV coordinators; attend DV forums, Brent Voluntary Sector Forum, MARAC Service Providers Forum, and other London wide DV forum events.
7. Work with Service Managers to ensure statistical information is gathered which supports the research programme, and appropriate data collected and used to inform the development of the project, to meet funder's criteria for accountability and inform any policy work undertaken by the project.
8. Respond to media requests

3. Other Duties

1. To undertake other duties from time to time, appropriate for the post in supporting the work of the Families without Fear Project.

FAMILIES WITHOUT FEAR PROJECT MANAGER (NON–CLINICAL)

PERSON SPECIFICATION

Please ensure when completing the application that you demonstrate how you meet the requirements set out below, as it is on this basis that we will short list candidates. This means that you will need to do more than just assert that you have the experience, ability, understanding or knowledge. We want to know where and how you have gained the experience, some detail that demonstrates you have the ability and an expression of your understanding or knowledge.

ESSENTIAL REQUIREMENTS

- At least two years proven experience of project management
- Experience of managing staff
- An understanding of domestic abuse issues.
- Experience of Multi-agency work
- Proven experience of delivering on evaluation and monitoring systems
- Experience of working as part of a team
- Computer literacy, including Word and Excel.
- Good written and oral communication skills and experience of producing high quality written reports
- Ability to communicate with people from a wide range of backgrounds
- Ability to prioritise own workload and manage competing demands.
- Ability to work on own initiative.
- Basic knowledge and understanding of psychotherapy and counselling.
- Sense of confidentiality.

This is a short term contract initially for between three and six months.