



Job information: Assistant Service Manager

Summary

The purpose of this role is to provide crucial support to enable the life changing service we provide for women who have survived trafficking, exploitation and other forms of violence. The role will provide support to the Service Manager, line management to volunteers and high quality casework support to survivors living in our safe house accommodation. The postholder will need to demonstrate a person-centred approach to ensure the provision of an excellent aftercare service for survivors.

The postholder will have significant experience of providing practical and emotional support to survivors. They will be able to develop, sustain, and evaluate joint work between agencies, establish good working relationships and negotiate effectively. We are looking for someone who can develop strong partnerships with other community organisations and groups, both locally within boroughs and London wide.

Job Location:	Hybrid
Salary:	£35,411 - £39,539 pa (depending on experience)
Working hours:	37.5 hours a week
Contract:	Full time, permanent
Reporting to:	Service Manager
Overseeing:	Interns, social work students and frontline staff

Benefits

- You will be part of a small but dynamic organisation changing women's lives, supporting and empowering them to build safe futures.
- You will have the opportunity to help give direction and vision to the work of Ella's, and to work alongside a committed team.
- Access to a professional supervisor.
- 28 days holiday, plus bank holidays.



Special conditions

- An enhanced Disclosure and Barring Service check will be undertaken.
- Due to the nature of the work, this post is for women only.
- The postholder is expected to help manage the out of hours on-call service.
- Ability and willingness to work flexibly, and at other Ella's locations if required, is necessary for this role.
- There will be a six month probation period.

Two reasons why you should join Ella's

1. You will make a difference: Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Join us, and be a crucial part of ensuring survivors have all they need to recover and build lives that are safe and free.
2. You will work in a great place: We are a passionate, growing organisation. Of our staff, 100% say they would recommend Ella's as a place to work. As a team, we are strong, women-led, authentic, professional, fun and supportive of one another.

Job description and person specification

Service Delivery

- Help ensure the provision of high quality, individually tailored and holistic aftercare across the service to women who have experienced abuse through trafficking and sexual exploitation
- Provide high quality casework support for survivors based in safe house accommodation
- Assist with the development and management of Ella's' casework management system
- Support the Service Manager to provide regular service reports to the co-directors; including financial reports, housing management reports, personnel significant changes and developments, etc.
- Gather and feed back information and ideas to the senior management team
- Gather monitoring data for fundraising and reporting
- Recognise, respect and address the needs of service-users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, those with language barriers, LGBT communities, disabled people, women with complex needs and other hard to reach groups
- Ensure all frontline staff and volunteers have good knowledge of Ella's' casework management processes and recording systems and oversee the consistent use of these across the service
- Communicate immediately to the Service Manager and Co-directors any concerns around safeguarding, breaches of security and risk management
- Contribute to budget allocation decisions and manage the service budget for the day-to-day costs of the frontline work: household items, utility bills, etc.
- Support to run an efficient out of hours on-call system

- Support the management of service user disciplinary and complaints matters, as per Ella's' policies and procedures
- Manage and ensure all referrals into the service are managed timely and appropriately, with good record keeping
- Support with the setup and development of new safe houses

Management

- Support with recruitment, induction, training and managing of frontline staff, volunteers and interns, distributing tasks in accordance with the needs of the service and the women we work with
- Help ensure frontline staff, volunteers and interns understand and adhere to all policies/procedures pertaining to their roles
- Help ensure frontline staff, volunteers and interns receive all required training and development
- Provide monthly formal supervision to all interns, social work students and frontline volunteers
- Support caseworkers with demanding caseloads to deliver positive outcomes for survivors
- Ensure the wellbeing of all frontline staff/volunteers, alongside the Service Manager and HR Manager
- Ensure services are flexibly staffed in accordance with survivors' needs and available resources
- Ensure the service has sufficient interns and volunteers at all times, enabling smooth running of the service

Safeguarding & health and safety

- Act as Ella's' Safeguarding Lead when the Service Manager is unavailable, manage all safeguarding concerns as per Ella's' policies and procedures
- Ensure all major incidents, accidents, safeguarding concerns or potential hazards are managed, reported and recorded following Ella's' policies and procedures
- Ensure Ella's' safeguarding policies are regularly reviewed and updated
- Ensure all safety and security procedures are followed to keep self and others safe
- Maintain a safe and secure working environment
- Participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact; writing risk assessments as required
- Promote awareness of health and safety amongst service users, including those who use emergency/on call systems, fire prevention and control systems as necessary
- Ensure the location confidentiality of Ella's' premises to protect survivors and safeguard staff and volunteers

- Ensure that relevant and appropriate data is shared in a safe and secure way, prioritising the safety of survivors

Other/general duties

- Work closely with the Service Manager and co-directors to build partnerships and develop engagement with the local authorities/statutory services to advocate for appropriate, multi-agency survivor support
- Work to support monitoring the service, along with the engagement of the staff team. Ensure the service meets the required specifications at all times; is shaped by the feedback of the women; and is sensitive and responsive to the needs of the women
- Develop strategic partnerships with local agencies working within the VAWG sector and other local organisations or businesses that could enrich the work of Ella's
- Attend any training required for the role, keeping up to date with any developments and changes within the sector
- Represent the work at Ella's with integrity at all times
- Adhere to all Ella's' policies and procedures at all times
- Attend any team meetings as required
- Attend monthly supervision with the Service Manager and keep in regular contact
- Handle emergency situations calmly and professionally
- Complete any other duties as directed by the Service Manager which are within the scope of the role
- Supporting content gathering and sign off with the fundraising team

Person specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Emergency First Aid certificate • Degree in social work, psychology, counselling or other relevant field

Skills	<ul style="list-style-type: none"> ● Awareness of trauma and mental health support needs ● Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress ● Possesses excellent interpersonal and communication skills, both verbal and written ● Ability to identify and appropriately respond to safeguarding concerns ● Ability to maintain clear professional boundaries ● Team working skills ● Ability to work under pressure ● Ability to identify and manage risks ● Administrative, recording and reporting skills ● Ability to read and understand policies/procedures ● Excellent organisational and time-management skills ● Ability to lone work and work on own initiative ● A practical and flexible approach to work and has the ability to learn new concepts quickly ● Excellent IT skill suitable for the role, in particular e-mail, casework management and word processing ● Understanding of statutory service providers, systems and support available eg social services, mental health services, basic housing law 	<ul style="list-style-type: none"> ● A second language (highly desirable languages include Vietnamese, Albanian, Romanian, Tigrinya and Lingala)
Experience	<ul style="list-style-type: none"> ● Experience of supporting survivors of abuse ● Experience with managing budgets ● Experience working towards targets and deadlines, and writing reports ● Experience working with migrants, including refugees and asylum seekers ● Experience managing and supporting volunteers ● Experience working in a supported accommodation setting 	<ul style="list-style-type: none"> ● Experience working in small charities ● Experience working in the Violence Against Women and Girls sector ● Experience creating and nurturing partnerships ● Experience in recruitment

	<ul style="list-style-type: none"> ● Experience of working with people from different backgrounds 	
Knowledge	<ul style="list-style-type: none"> ● Health and safety, and fire safety ● Safeguarding children and vulnerable adults ● Good understanding of social care services in the UK ● Familiar with issues around immigration in the UK, and migrant experiences ● Familiar with the issue of Modern Slavery in the UK 	<ul style="list-style-type: none"> ● Familiar with the NRM and support available for asylum seekers/refugees/migrants ● Familiar with Home Office policies and legislation around asylum seekers/refugees/migrants
Ethos	<ul style="list-style-type: none"> ● Possess a commitment to follow the policies and procedures and ethos of Ella's and be a committed advocate of our work ● It is a requirement of this job role that she is female under the Equality Act 2010 ● The post holder is expected to be familiar with and have regard to the values and principles of Ella's. The postholder must be prepared to operate within the ethos of the organisation and ensure that people of all backgrounds and beliefs are respected 	

How to apply for this role

To apply for this role, please submit the following:

- Your CV
- Completed [online application form](#)
- Completed [equal opportunities online monitoring form](#). The information on this form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application. This form is submitted online and does not need to be emailed with your application documents.

Please email recruitment@ellas.org.uk with your CV and to let us know you have completed both forms before 9:00am on Monday 22 April. Please write 'Assistant Service Manager' in the subject line of your email. We will review applications as we receive them and may offer interviews before the closing date.

It is intended that interviews will be held during April and May. Candidates will be invited to interview by email, please check your spam folder.

If you have queries about any aspect of this role or the appointment process, need additional information or wish to have an informal and confidential discussion then please email recruitment@ellas.org.uk. Please also note that appointment to this role will be subject to a DBS check.

More about Ella's

Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Our mission is to do everything we can to ensure survivors have all they need to recover and build lives that are safe and free.

Here is a summary of our main activities:

- We run three safe houses. This supported accommodation is crucial for survivors, until they are ready and able to live independently.
- We provide regular support for women and families in neighbourhoods across London, and many more further afield when they need us.
- We speak out on issues affecting the women we work with. We care deeply about survivors of trafficking and exploitation and want to see a world where these crimes are not tolerated.

Ella's is an equal opportunities employer. We encourage applications from all backgrounds and communities, as we believe having a diverse team adds value and positively impacts our service. We actively encourage applicants from BAME backgrounds, LGBTQ+ applicants and those with disabilities. We are committed to equality and diversity within our organisation.

Ella's is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake disclosure checks. Having a criminal record will not automatically exclude applicants.

(Photos: Tom Price/Ella's)

