

Job Title:	Children and Families Service Manager
Responsible to:	Head of Services
Responsible for:	Team Managers, Senior Practitioners

General Description:	FearFree delivers services across the Southwest for victims, children and perpetrators of domestic abuse, sexual violence and stalking with the aim to break the cycle of abuse and support all to live free from fear. We provide trauma responsive support, and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery. As the Children Services Manager you will oversee all the children's services, ensuring high quality support across the organisation and making sure children's rights and protection is kept at the forefront of what we do. Alongside your service manager colleagues you will play a key leadership role in the delivery, development, and oversight of high-quality services for individuals impacted by domestic abuse, sexual violence, and stalking, as well as for those who use harmful behaviours. You will manage a diverse portfolio of services spanning prevention, crisis intervention, behaviour change, survivor recovery, and professional training. These include in-person and digital platforms, therapeutic services, and outreach across all age groups and communities. You will be responsible for ensuring that services are trauma-responsive, culturally competent, and inclusive, with a strong focus on safeguarding, survivor voice, and best practice. You will support teams to deliver consistently excellent support, ensure contract compliance, and drive continuous improvement and innovation in a changing landscape. As part of the Service Manager team, you will also hold strategic responsibility in scoping new projects, supporting research and business development opportunities. FearFree is committed to flexible and hybrid working and this role will be a mix of home based, and office based, alongside requiring travel for multi-agency meetings and other deliverables.
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	This role may include evening and weekend work when required.
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Operational Responsibilities

- **Service Delivery Oversight:** Ensure the smooth and effective daily running of services across all areas: domestic abuse, sexual violence, stalking, behaviour change, survivor recovery, and training, delivered both in-person and digitally.
- **Leadership and Management:** Role model trauma responsive and inclusive leadership. Ensuring all staff and volunteers are effectively performance managed and live the charity's values and have all appropriate resources to achieve excellence in their field. Work alongside colleagues from across FearFree to provide support, assistance and management to over teams where required.
- **Safeguarding and Risk Management:** Lead on child safeguarding and act as Deputy Safeguarding Lead when required. Oversee safeguarding practices across services, ensuring timely risk assessments, safety planning, and escalation of concerns.
- **Quality Assurance and Continuous Improvement:** Monitor service quality through audits, case file reviews, feedback, and outcome data. Lead service improvements in response to learning, client feedback, and evolving best practice.
- **Policy and Compliance:** Ensure all services operate within legal, regulatory, contractual, and policy frameworks. Maintain accurate and confidential records in accordance with data protection and safeguarding legislation.
- **Performance Monitoring and Reporting:** Track and analyse performance data to assess impact, identify trends, and inform service planning. Produce high-quality reports for internal leadership, commissioners, and funders.
- **Partnerships and Representation:** Maintain strong local and strategic partnerships with statutory and voluntary agencies. Representing the charity in multi-agency forums, commissioning meetings, and stakeholder events.
- **Crisis and Incident Management:** Support staff with complex or high-risk cases. Lead operational responses to critical incidents or safeguarding escalations in collaboration with senior leaders. Provide Duty Out of Hours cover as part of a Senior Management Rota for safeguarding and incident management.
- **Volunteer and Student Engagement:** Oversee the safe and meaningful integration of volunteers and student placements into service delivery, ensuring appropriate supervision and development opportunities.
- **System and Process Improvement:** Identify inefficiencies in operational systems and work with others to develop streamlined, integrated processes across services and reporting tools.
- **Strategic Oversight:** To take part in, and contribute to Executive Leadership meetings as required, providing operational guidance.
- **Budgets and Financial performance:** Carefully monitor and evaluate both financial and non-financial performance and create contingency plans to predict and rectify any variables. Contribute to the creation of annual budgets and financial targets.
- **Advising on new development opportunities:** Utilising data, local and national knowledge, identification of unmet needs, professional relationships and best practice to contribute to new opportunities.

General

- Live and embody the FearFree values.
- To promote the service to external agencies where applicable.
- Give information and support to service users regarding their other needs and refer them to other support services as required.
- Ensure our service is widely accessible – adapting practice as required to suit individuals.
- Work across a large geographical area to ensure locality is not a barrier to accessing services.
- Deliver training and information sessions to promote our service, and increase awareness and understanding of domestic abuse, sexual violence and stalking for victims and those who harm.
- Have a responsibility around safeguarding of both adults and children, maintaining knowledge of appropriate policies and procedures and integrated working.
- Support other agencies in the identification and referral of domestic abuse, sexual violence and stalking issues via promotion of service and institutional advocacy.
- Ensure all referrals are clearly logged on our database and all case records are kept fully updated, according to FearFree policies and procedures.
- Engage with case management supervision, reflective practice and clinical supervision as required, taking an active role in managing own wellbeing and supporting the wellbeing of your colleagues.
- Support colleagues in all services across FearFree as required.
- Support the sustainability of the organisation by participating in fundraising activities and sharing ideas and contacts for income generation.
- To engage in and contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake all statutory and mandatory training, as required by the organisation.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate people and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and people we support and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society, to be able to meet individual needs and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Equality, Diversity, and Inclusion policy.

Health & Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree Support Service's policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.

Please note: This job description is not exhaustive and serves as a guide to the duties and responsibilities of the role. You may be required to undertake other reasonable duties as and when required, in line with the needs of the organisation and the evolving nature of the role.

Person Specification

Requirements		Essential (E) / Desirable (D)
Education and qualifications	Good standard of general education	E
	Higher level education or similar/ relevant professional qualifications	D
	Independent Sexual Violence Adviser (ISVA) qualification.	D
	Management qualification/training	D
Experience	Practical experience of working with adults and children and young people with complex or other needs	E
	Experience of working with those who commit harm	D
	Experience of working with Quality System Frameworks	D
	Experience of children's rights, safeguarding children and vulnerable adults	E
	Experience of being a Safeguarding Lead	D
	Experience of managing high risk services	D
Knowledge	Have a good understanding of domestic abuse, sexual violence and stalking including the impact on victims and their children	D
	Knowledge and understanding of the issues facing people who have experienced domestic abuse, sexual violence and stalking	D
	Understand relevant quality standards	D

	Knowledge and understanding of trauma and trauma symptoms	E
	Understand the principles of risk assessment, safety planning and risk management	E
	Understanding safeguarding issues, and the legal responsibilities surround these issues	E
	Understand and be committed to equal opportunities and diversity issues in policy and practice	E
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children	D
Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands	E
	Ability to think creatively and show initiative	E
	Ability to manage and communicate with front line delivery workers empathically	E
	Able to make decisions and manage performance when needed	E
	Ability to maintain professional working relationships with both staff, people we support and other professionals	E
	Ability to communicate effectively with a range of professionals	E
	Excellent verbal and written communication skills, including report writing and presentation	E
	Ability to maintain effective administration and monitoring systems	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care	E
	Ability to work in both in a group setting	D
Attitude and presentation	Reliable and trustworthy	E
	Efficient and punctual	E
	Non-judgmental	E
	Willingness to critically assess own performance and reflect on own practice	E
	Understanding of and commitment to equal opportunities	E
	Strong team player – and ability to work both on your own and with others	E
	Anti-Racist and promotes safe and inclusive workplace for all	E