

**JOB DESCRIPTION FOR SERVICE DEVELOPMENT MANAGER** The following information is designed to help staff to understand and appreciate their role at Behind Closed Doors. However the following points should be noted:

Whilst every endeavour has been made to outline the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore are included in the Job Description.

### **Overall purpose of the Post**

To ensure the effective and efficient performance of existing provision within the Prevention and Recovery Service (PARS), whilst developing new areas of service delivery in response to identified gaps in provision and in line with current and future contractual and funding commitments.

### **Prime Objectives of the Post**

The prime objectives of the Service Development Manager are to:

- To develop, monitor and oversee non-contract service performance to ensure that it meets agreed quality targets, complies with legal and contractual requirements and best practice
- To develop and maintain effective working relationships with funders and commissioners.
- To provide effective supervision to the PARS Supervisor and any new project supervisory roles, supporting skills development.
- To secure continuation funding and new sources of funding to support service delivery and development, identifying emergent service opportunities.
- To take responsibility for overseeing new projects focused on meeting identified service gaps or providing sustainable income, line managing senior project staff as required.
- To manage, plan and control budgets and other resources for non-contracted services.
- To coordinate, update and further develop BCD's training function and associated activities in conjunction with the Community Fundraising and Relationship Manager
- To represent BCD in external meetings and work with partner agencies in an effective manner
- To identify potential partners with a view to extending BCD's range of service activity.
- To deputise for the Organisation Director as and when required

In order to achieve this, the Service Development Manager will:

- Work closely with the BCD Organisation Director, the Community Fundraising and Relationship Manager and the Admin, Finance and Monitoring Officer, to develop new areas of service delivery
- Line-manage the PARS Supervisor to ensure that the service continues to grow and develop in line with emerging client needs.

The post holder will also:

- Take an active role in the Senior Management Team, contributing to the strategic direction of BCD and the management of the organisation.
- Provide additional management capacity across all BCD's services and partnership areas when required.

### **Accountability and Responsibility**

The Service Development Manager will be accountable in the first instance to the BCD Organisation Director, and ultimately to the BCD Board of Trustees. The Organisation Director will provide regular supervision sessions, probation reviews and annual appraisal.

The Service Development Manager will have responsibility for managing their own work and will line manage the PARS Supervisor and any other new project supervisory staff. The Service Development Manager will ensure that their own work, and the work of those she manages, is carried out to the agreed timescales and to a high standard, according to the organisation's policies and procedures and in keeping with the ethos of Behind Closed Doors.

### **Personal Responsibilities**

- To fully understand the aims, objectives and ethos of Behind Closed Doors and to reflect these in carrying out the work.
- To respect, support and work within all the organisation's policies and procedures and use the correct procedures for recommending changes to policy.
- To maintain a high degree of professionalism.
- To take responsibility for assets, materials, safe-keeping of keys, cash and equipment used in pursuance of duties.
- To take responsibility for participating in regular structured supervision and development sessions with the Organisation Director.

### **Confidentiality**

The post holder is responsible for ensuring that BCD services promote and maintain a strict code of confidentiality. The Service Development Manager will have access to a variety of confidential information concerning service users, volunteers and the organisation and must ensure that confidentiality is maintained at all times.

### **Range Of Responsibilities**

#### **Prevention and Recovery Service**

- To oversee the development and expansion of PARS in keeping with time, cost and quality standards agreed with the Organisation Director.
- To provide direction and support to the PARS Supervisor through regular supervision sessions, probation review and annual appraisals.
- To provide timely, concise and accurate reports to funders based on the relevant monitoring data, by managing and drawing together input from the PARS Supervisor and Admin, Finance and Monitoring Officer.

#### **Development**

- To progress existing plans and new initiatives which may involve working partnerships with corporate, statutory and voluntary organisations by:-

a) Researching and establishing evidence of any areas of unmet need in relation to

- community based specialist domestic abuse and violence services
- b) Developing creative, innovative and sustainable platforms for services to meet these needs, utilising BCD's experience and expertise in service delivery.
  - c) Identifying resources required to support new service delivery and/or developing new services as necessary.
  - d) Using feedback from service users and partners, together with monitoring data from Case Management systems and in- house operational experience, to develop and implement these new services.
  - e) Contributing to the development and preparation of any tenders for contracts or sub-contracts and funding proposals for development work, as agreed with the Organisation Director
  - f) Line-managing senior project staff.
  - g) Managing the effective transition of development projects to mainstream service delivery.

### **Organisational**

- To strengthen the leadership of the organisation by contributing actively to the organisation's Senior Management Team.
- To contribute towards the organisation's fundraising activities.
- To keep accurate and timely written records and record statistical information, in order to meet the data gathering and monitoring requirements of BCD and its funders.
- To attend other meetings, provide reports etc. as required.
- To represent the organisation at community events, partnership and development meetings as necessitated by the role, and to promote the organisation and raise awareness of the organisation's work /across the sector. .
- To actively participate in the planning, reviewing and evaluation of all services delivered by Behind Closed Doors, in particular contributing information and using data on Development work.
- To undertake training as required by the organisation.
- To ensure compliance of all relevant personnel with all policies and procedures of Behind Closed Doors.
- To undertake tasks delegated by the Organisation Director as required.