

## JOB DESCRIPTION

### **Supporting Families Bereaved By Crime (SFBC) Manager**

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

#### **Job Purpose**

Since its launch in 2019 the Supporting Families Bereaved by Crime (SFBC) Service has helped family members to navigate the aftermath of losing a family member to murder or culpable homicide. Your role as Manager will ensure that we provide effective and timely practical, emotional, wellbeing and financial support to those who need it most.

An experienced and confident leader, you will work with your team, internal and external partners, to further develop and deliver continuous improvement and innovation, ensuring that we continue to successfully support the people who need us most.

You will be responsible for ensuring that VSS's strategic objectives are being implemented and will have a key role in developing future strategies and business planning to ensure that the needs of victims and witnesses are being met.

You will have responsibility for the workforce planning for your service, including all staff and volunteers and will ensure that they are supported, knowledgeable and capable to deliver services that meet service users' needs.

## **Job Responsibilities and Key Accountabilities**

### **1. Service Delivery**

- Ensure the delivery of services, keeping the complex needs of people bereaved through crime central to all processes
- Ensure appropriate and effective delivery and management of services to bereaved people, such as needs assessment, case management, emotional support, advocacy, referrals to commissioned services and trauma assessments
- Identify strengths, weaknesses and areas for development of the service, and offer solutions
- Ensure that SFBC Service is integrated across the organisation and within service delivery in particular.
- Ensure accurate and complete records are kept up to date and reflect the support that has been provided to service users
- Monitor and review caseloads to ensure effective delivery of services by case workers
- Ensure all aspects of the SFBC service meet required standards as per the service delivery model and any shared protocols ensuring monitoring processes are in place.

### **2. Team Line Management and Development (Staff and Volunteers)**

- Lead, manage and supervise case workers and support team effectively, ensuring regular reviews take place, ensuring personalised objectives are set along with Personal Development Plans etc.
- Maintain an effective case management system that provides a reliable process to ensure every case has a named key support worker.
- Ensure appropriate support and development for the team including debriefings, vicarious trauma support and clinical supervision where required.
- Work with the People Management function to identify required training (and appropriate delivery methods) for the dedicated the SFBC team as well as support staff and volunteers.
- Work with Service Delivery management team to ensure adequate volunteer resources focused on homicide support are in place with the required level of training and competence.
- Ensure case workers regularly engage with volunteers providing support and coaching where appropriate.

### **3. Partnerships and External Relationships**

- Promote the Supporting Families Bereaved By Crime Service and develop effective relationships with a range of key external agencies and organisations.
- Ensure compliance with agreed protocols with Family Liaison Officers and other referring agencies
- Establish appropriate protocols to ensure that the role of the case worker is central to multi agency working
- Maintain links with Police Family Liaison Officers and other agencies both individually and collectively
- Meeting the needs of demanding stakeholders internal and external
- Routinely using interpersonal skills to persuade others into courses of action they may not wish to take
- Dealing with sensitive and contentious information
- Communicating to a range of non-specialist audiences

### **4. Quality management and continuous improvement**

- Implement processes to monitor the quality of services provided, incorporating the experiences of service users and other agencies to support the development and delivery of services
- Ensure the SFBC service is delivered in a way which recognises VSS's commitment to promoting equality and diversity for all service users and staff.
- Provide regular management information/ monitoring reports
- Produce business critical information to inform partnership working and new business opportunities,

ensuring the confidentiality of all data and business information, and that information is collected and used in line with GDPR, current data protection legislation and VSS's policies and procedures

- Ensure that all information is maintained in accordance with appropriate legislation and policy, e.g. Data Protection regulations and Victim Support Scotland's Confidentiality policy.

#### **5. Finance and budget**

- Day to day responsibility for SFBC budget, reporting to Head of National Programmes ensuring that expenditure is kept within budget and that VSS's financial policies and procedures are adhered to at all times.

#### **6. Other duties**

- Contribute to wider service development in line with strategic plan.
- Promote a health and safety culture within the workplace, observing all health and safety rules and procedures, including lone working
- Deputise for the Head of National Programmes as required.
- Undertake any other duties as required.

## Person Specification

KEY REQUIREMENTS			
1.	Qualifications		EVIDENCED
	Educated to degree level or above and relevant management experience	E	
	Management qualification, ideally SCQF level 10 or above	E	
	Evidence of Continuing Professional Development	E	
2.	Skills / Abilities		
	Experience of managing change and project management	E	
	Excellent written and presentation skills	E	
	Negotiation skills	D	
	Demonstrate digital approaches to your area of work	D	
	Ability to develop effective internal and external relationships and networks that enable the understanding and delivery of broad organisational goals	E	
	Effective leadership style, able to build confidence and motivate and improve performance	E	
	Extensive experience of service delivery relating to vulnerable and/ or service users who have experienced trauma	E	
	The ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets, ensuring quality output	E	
	Ability to think in innovative ways and skilled at problem solving	E	
	Ability to deliver stretching objectives through effective prioritisation, and efficient use of resources	E	
	Analytical skills – must be able to understand, collect, analyse, report and present data	E	
	Budget management	E	
	Excellent verbal and written communications skills, along with the ability and confidence to provide advice and guidance to build positive working relationships	E	
	First class communication and customer service skills, with the ability to develop long term business relationships and networks	E	
3.	Experience		
	Substantial experience of managing and developing programmes	E	
	Experience of supporting team members who may be impacted by vicarious trauma	D	
	Experience of co-production and service design approaches	E	
	Proven skills in influencing, communication and working collaboratively; building professional networks to enhance organisation profile	E	
4.	Knowledge		
	Good working knowledge of the voluntary/charitable sector in the Scotland	E	
	Knowledge and understanding of the needs of bereaved people, victims of violent crime or those that have experienced trauma	E	
	Knowledge and understanding of the victims' journey through	E	

	the criminal justice system		
	Knowledge of VSS and the work we undertake	D	
	Excellent working knowledge of partnerships.	E	
	Extensive knowledge of legislation and policy e.g. GDPR, Safeguarding, Health and Safety and developing high quality services in relation to these	E	
5.	<b>Behaviours</b>		
	Highly self-motivated with effective leadership style and a self-managing “can do” attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Ability to cope with rapid and sustained change and competing demands	E	
	Results focused	E	
	Honesty and integrity	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	