



Job Description

Role:	Peony Service Manager
Reporting to:	Services Manager
Direct Reports:	Peony Support Workers and Coordinator
Budget Responsibility:	None
Location:	St Pauls, Bristol

Job Purpose: To develop and manage One25's Peony project to a high standard, providing a safe women-only space for vulnerable women to engage with meaningful and therapeutic activity and provide opportunities for women to permanently leave sex work and/ or meet their goals.

Job Accountabilities:

- To ensure Peony is open for an agreed numbers of days per week and is a safe, secure and drug and alcohol-free environment for all service users, volunteers and staff.
- Support the Peony support workers to manage a caseload of women and to cover this when appropriate.
- Design, plan and deliver bespoke trauma informed group work which may cover issues such as Domestic Abuse, Substance misuse and Mental health
- To supervise and support the volunteer teams and facilitate Peony briefings and hand-overs.
- Identify safeguarding issues relating to Vulnerable Adults and Child Protection and follow safeguarding procedures.
- To organise and manage a programme of activities for women to engage with, supporting them to build confidence, self-esteem, and skills and embed a system of women accessing and leaving Peony at appropriate times within the programme.
- To ensure all service users who access Peony are referred to opportunities and additional support through initial assessments, regular goal setting and 1-1 meetings.
- Organise service user forums and collection of service user feedback to ensure service users are involved in the development of all One25's services.
- Set up and maintain partnerships whilst ensuring the best possible outcomes for One25's service users.

- Plan, collect, record and review monitoring and evaluation information and ensure this is inputted into One25's client database to evidence the impact of our work to funders and partners
- Liaise with fundraisers to input into fundraising applications and reports as necessary.
- To supervise and line manage the Peony Staff and volunteer teams and peer volunteers with lived experience. Work in partnership with the One25 volunteer manager to recruit, manage and support volunteer team.
- Work in accordance with One25 employment policies ensuring staff and volunteers are supported, motivated, are developing in their roles, and workloads are managed.

Measures for the Role:

- Support 70 women a year.
- Support woman to meet the desired outcomes for monitoring and evaluation which might include improving wellbeing and self-confidence – manage debt and find employment, engage in volunteering, start a course in the wider community, and gain employability skills.
- Well organised planning and delivery to ensure consistent delivery of provision 100% of records accurately inputted to client database.
- Low staff turnover, high performance and morale in Peony team.

Other responsibilities:

- To work outside of office hours at manager's request.

Person Specification

	Essential	Desirable
Qualifications	<p>Educated to A Level or equivalent or substantial experience working in a similar field.</p> <p>Relevant qualifications in First Aid and Food Hygiene Certificate or willingness to undertake appropriate training</p>	
Knowledge	<p>Knowledge and understanding of a person-centred approach and employing psychologically informed practice (PIE)</p>	<p>Knowledge of other voluntary and statutory sector services supporting people with multiple and complex needs</p>

	<p>Knowledge, understanding and practical application of a range of evidence based approaches (attachment theory, trauma, informed approaches)</p> <p>Knowledge and commitment to implementation of safeguarding policies and procedures</p> <p>Understanding of vicarious trauma and self-care, and methods to reduce impact on self and team</p> <p>Knowledge of housing and homelessness issues, physical and mental health issues, and a good knowledge of local services</p> <p>Good understanding of boundaries and confidentiality</p> <p>Good understanding of data protection and GDPR</p> <p>Knowledge of and commitment to equal opportunities and anti-discriminatory practice</p>	<p>Knowledge of the impact of street sex work</p> <p>Understands the wider environment in which the team operates and how individual roles contribute to One25's strategic goals</p>
<p>Skills</p>	<p>Ability to engage hard to reach service user group and sustain often emotionally demanding and challenging relationships, whilst maintaining boundaries</p> <p>Ability to build strong relationships with partner agencies, influencing and advocating across professional disciplines using evidence and practice to improve outcomes for women</p> <p>Able to communicate effectively with people at all levels in person and through written communications and reports</p>	<p>Ability to develop and deliver interventions to women with multiple and complex needs in response to changing needs of individual cases</p>

	<p>Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines</p> <p>Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint</p> <p>Ability to accurately record cases and input on database</p>	
Experience	<p>Significant experience in an equivalent role</p> <p>Experience of working in multi-disciplinary teams and with multiple agencies</p> <p>Experience of working in a building based service</p>	<p>Previous experience of working in the voluntary sector</p> <p>Experience of working with women involved in street sex work</p> <p>Experience of managing a building based service</p> <p>Experience of line managing Staff</p>
Competencies/behaviours	<p>Able to work independently with good understanding of risk assessment and safety procedures</p> <p>Confident and able to think on their feet and react decisively in pressurised situations</p> <p>Able to be empathetic, reflective, objective and have a resilient disposition with effective self-care</p> <p><u>Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p>	

	<p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p> <p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values:</p> <p>Core values:</p> <ul style="list-style-type: none"> • Person-centred • Justice • Unconditional love • Non-judgmental <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> • Working with Others • Communicating • Organisational awareness • Learning and growth • Planning and delivery of work • Motivational leadership <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
<p>Other</p>	<p>This post is open to women only</p> <p>Undertake some work outside of core working hours such as: present and speak at public events on behalf</p>	

	of One25 in order to raise awareness regarding service users and their complex lives	
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Manager signature:

Employee Signature:

Date:

Date:

Date last reviewed: