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RECRUITMENT PACK

Service Manager



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Key Information

Below is the key information about the role.

Role:	Service Manager
Team:	Gender and Sexual Diversity / Young Victims & Survivors
Report to:	Director
Purpose:	Manage the provision of support services delivered by Umbrella Cymru across Wales in relation to gender and sexual diversity and a Young Victims and Survivors Support project in Gwent.
Location:	Blackwood / Pontypool / Home Working
Hours:	40 hours per week. Some weekend work required. Flexible working arrangements available. Job-share considered.
Salary:	£26,000 – £32,000 per annum (pro rata). Negotiable depending on skills and experience.
Contract:	Fixed term to 31-03-2022 with possible extension.
Deadline:	Applications must be received by 11:59pm on Sunday 20 June 2021 . Interview dates will be communicated following shortlisting.

Overview of Umbrella Cymru

Umbrella Cymru provides a range of services in relation to gender and sexual diversity, equality, and inclusion. We take great care and pride in the services we offer, and we aim to demonstrate this by giving people the best information and support we can.

We have also been commissioned by the Police and Crime Commissioner for Gwent to deliver a support service to any children and young people affected by any crime or antisocial behaviour in the Gwent area.

We keep flexibility at the heart of everything we do and aim to provide support to people where they want it, how they want it and when they want it. As such, all staff and volunteers are required to provide flexible support and undertake a range of tasks.

As a service, we maintain a focus on achievable outcomes, supporting people as experts in their lives to reach their goals. Our practice follows a social model with a focus on rights, autonomy, and empowerment.

You can find more information about Umbrella Cymru and the services we offer on our [website](https://www.umbrellacymru.co.uk).

What will you give?

We are looking for a passionate, highly driven, and very organised person to join a fast-paced working environment. You will be self-motivating, positive and dedicated to the role, visions, and values of Umbrella Cymru.

You will be responsible for managing staff delivering on two areas of our work – support in relation to gender and sexual diversity across Wales and a project to support children and young people affected by any form of crime or antisocial behaviour in the Gwent area.

You'll be caring and understanding of the needs and behaviours of staff and service users with a demonstrable ability to manage many competing priorities, plan intervention, supervise people, review data, deliver and report on key performance and outcome measures and critically analyse and evaluate a range of complex information to ensure efficiency and effectiveness of quality support services.

You'll have skills (and ideally experience) of gathering complex and personal information to complete assessments with service users, evaluating a range of options to determine the best course of action, ensuring you can plan support interventions, from immediate or brief intervention to ongoing support based on the goals identified by clients.

You will understand and adopt key principles of safety and risk management and you will be able to act quickly to safeguard clients, particularly children and young people.

You'll be able to use IT equipment and systems and be able to learn to use new systems and technology quickly.

You will be confident, enthusiastic, energetic, assertive and very organised. You'll reflect on your practice and performance and take charge of your own personal and professional development, as well as helping staff to develop their skills and knowledge.

You will value improvements, welcome change, and relish the opportunities development brings. You'll bring ideas and solutions to discussions, suggesting improvements in creative and innovative ways.

Values and Behaviours

We have developed a values and behaviours framework for all staff and volunteers. We expect our team to walk the talk, making sure we not only know our values, but that we display them in everything we do.

Some of the core values and behaviours will be assessed at interview.

Supportive, Collaborative and Flexible	<p>Keep clients and customers at the heart of what we do, adapting to individual requirements to provide personalised services.</p> <hr/> <p>Work in partnership with, listen to, and learn from clients, customers, colleagues, and partners.</p> <hr/> <p>Work as a team to share skills, knowledge, and ideas.</p> <hr/> <p>‘Go the extra mile’ to deliver results for clients, customers, colleagues, and partners.</p>
Ethical, Empowering and Inclusive	<p>Value all people, respecting and celebrating diversity.</p> <hr/> <p>Act with honesty, integrity, professionalism, and positivity.</p> <hr/> <p>Actively promote and encourage autonomy and choice.</p> <hr/> <p>Adopt fair, inclusive, approachable practices with zero tolerance for bullying, discrimination, and prejudice.</p>
Ambitious, Innovative and Passionate	<p>‘Think big’ to challenge ourselves to continually improve.</p> <hr/> <p>Develop, learn, and utilise technology to deliver quality and efficiency.</p> <hr/> <p>Care about what we do, how we do it, why we do it and who we do it for.</p> <hr/> <p>Proactively contribute to the development and success of client, colleague, and customer goals.</p>
Responsible, Accountable and Reflective	<p>Take responsibility and pride in the services we provide.</p> <hr/> <p>Deliver on our commitments; always ‘see things through’.</p> <hr/> <p>Continually advance personal and professional development, asking for help when needed.</p> <hr/> <p>Acknowledge mistakes, reflect on practices and the impact on clients, customers and colleagues and learn from them.</p>

What will you get?

We offer a challenging and supportive environment where you will develop and learn at pace. We hold wellbeing, support, and development at the heart of everything we do, and this begins with staff and volunteers.

We are a friendly team who love to help each other. We like to hold team-building days and events to strengthen our relationships, knowledge, skills, and spirit.

Working with us will no doubt give you a strong sense of purpose and pride.

You will receive regular supervision from your manager, as well as plenty of opportunities to be involved in group supervisions, discussions, and debates.

We hold regular CPD events and we're always keen to offer further learning and development opportunities.

We offer flexible working wherever possible with an ability to work from our offices and from home.

You will get 22 days paid annual leave plus 8 bank holidays.

Umbrella Cymru will also contribute to a workplace pension scheme. You can also contribute to this if you wish.

What will you do?

You will primarily gather and critically evaluate information from clients, connected people (parents for example) and other professionals during initial assessment appointments with clients for the purpose of suggesting and agreeing a plan based on the range of services we provide.

We offer support in relation to pretty much any and every aspect of a person's life. Whether a person's goal is to develop their confidence in self; plan strategies to come out to family, friends, or colleagues; access housing or benefits; navigate NHS systems to access gender health care; report crime and antisocial behaviour; mitigate the impact of hate; develop skills to improve their mental health and wellbeing... or a variety of other things, you'll be discussing and determining the most effective course of action and coordinating support to achieve the best outcome for each individual.

You'll manage the provision of any and all support through the supervision and development of staff, liaison with external services and often attendance at multi-agency, strategy, vulnerability, care and support, child protection and sexual exploitation meetings.

You'll take a flexible approach to your work to be responsive to clients' wishes, taking responsibility for service delivery and development, whilst managing risk and holding your own 'complex caseload'.

You will effectively monitor the delivery and performance of staff and the service, with an outcome focus, providing statistical and narrative reports to illustrate value for money, efficacy and quality.

You will analyse data and trends, reporting to the Director on a regular basis, noting any risks or issues the service might be facing. You will contribute to meetings and presentations with stakeholders, funders and commissioners of the service to ensure regular and accurate information is provided.

We encourage learning, reading, and reflecting as much as you can, so you will spend time developing your own knowledge and skills in the field. You will also have the opportunity to arrange and take part in group events and activities with colleagues, joining our regular debates, group supervision sessions or our 'lunch and learns'.

What difference will you make?

The short answer is... a massive difference!

Your passion for helping people will mean that you'll empower clients to take steps towards achieving their goals, no matter how big or small they might seem.

You will also support staff to develop their knowledge and skills to continuously improve the services we offer to clients and professionals.

Some people tell us that the information we provided to them was exactly what they needed to motivate them to contact services, or the explanation of their rights allowed them to feel more confident in challenging a decision.

Others tell us that the practical support we provided made them feel safe and supported at a lonely time.

Some people often say that the one-off and ongoing emotional support they received was a lifeline when they needed it most, and that it helped to talk to people who understood their situation and didn't judge them in any way.

On some occasions, we know that the support we provide can save lives, and as a team we don't underestimate the positive impact we can have by just being there for people as a reliable, compassionate, and dedicated resource.

As well as directly supporting clients, you might also be helping other professionals by providing guidance and information. This directly helps the professionals develop their own knowledge, but also indirectly supports anyone receiving services or support from them.

Key tasks / responsibilities

Umbrella Cymru provides a range of services including:

- Triage and Assessment
- Information and Signposting
- Advice and guidance
- Advocacy
- Practical Support
- Listening and Befriending
- Emotional Support
- Professional and Corporate Support
- Education input sessions
- Awareness raising and events

The post holder will:

- Gather and critically evaluate a range of information
- Manage the provision of services provided to clients and professionals
- Manage risk and safeguard clients
- Manage a complex caseload
- Monitor service delivery and overall performance
- Produce performance reports
- Manage budgets and resources
- Contribute to the development and direction of the service
- Advertise services to external stakeholders and partners
- Supervise and facilitate the development of staff.
- Undertake other tasks as necessary.

Role specific criteria

Evidence of meeting the specific requirements of the role will be assessed from your application form.

Essential

- Excellent communication skills and emotional intelligence with the ability to quickly establish rapport and positive relationships.
- Ability to gather, record, analyse and critically evaluate comprehensive and complex information from a range of sources.
- Ability to assess and understand human behaviour, applying theory to practice to affect change and support people to achieve positive outcomes.
- Ability to identify and manage risk, staying calm in a crisis to safeguard clients.
- Ability to make evidence-based, defensible and ethical decisions.
- Ability to manage, develop and motivate staff.
- Excellent time management and organisational skills, with an ability to prioritise effectively in a busy environment, managing competing priorities.
- Ability to adapt and embrace change, taking a positive and proactive approach to development and improvements, including personal and professional development.
- Excellent computer / ICT skills, with an ability to quickly learn new systems and technology.
- Ability to work on own initiative as well as part of a team.
- Must hold a valid UK driving license and have access to a vehicle.

Desirable

- Ability to analyse performance data, trends, risks and issues to manage resources, deliver results and report on outcomes.
- Knowledge of gender and sexual diversity.
- Social Work degree or equivalent vocational qualification
- Knowledge of criminal justice processes.
- Ability to read, write and speak welsh.

Recruitment Process

Stage 1 – Application

You will first need to submit your application. To complete the form, you'll need to refer to the role specific criteria above to complete this. Please provide evidence in your application of how you meet the requirements of the role. Please note, it is not sufficient to claim that you have the skills required. You should tell us what you have done, or would do, to show that you have the skills required for the role (evidence).

Stage 2 – Interview

If your application is shortlisted, you will be invited to interview during which we will further explore your skills, competence, and values.

Stage 3 – Follow up discussion

We might request to follow up on some information or seek clarification on some points discussed at interview. This might be done by phone or at a virtual meeting with one or more of the interview panel.

Stage 4 – Conditional Offer and Reference Request

If you are successful, a conditional offer will be made. Before we can confirm your employment, you will be required to provide contact details for a referee. We will not contact your referee unless you accept a conditional offer of employment. Your reference must be satisfactory to continue.

Stage 5 – Vetting and Clearance

You will be required to complete and return additional forms / information for vetting purposes. This might include Enhanced DBS vetting and any other form of security checks required for the role / office location.

Stage 6 – Confirmed offer and start date

If references and vetting are satisfactory, a confirmed offer will be made, and a start date discussed and agreed.

Application Form

Please complete all questions below.

Once you have completed and saved the form, please click [HERE](#) to upload and submit your application.

If you would like an application form in an alternative format or if you have any questions about the role or recruitment process, please email your query to vacancies@umbrellacymru.co.uk or call us on 0300 3023670.

Good luck! 😊

Personal Details

Full Name:			
Pronouns:			
Email address:			
Mobile Number:		Other Number:	
Address:			
Postcode:		Local Authority:	

Specific Contact Instructions

Please use this section if you have any specific contact requests. For example, you might need us to contact you via Skype to communicate in BSL, or there might be specific times that you would prefer us to contact you.

Please provide as much information as possible, and a brief explanation if appropriate.

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Language

Can you communicate in any language other than English? (E.g., Welsh, BSL or other languages). **NOTE:** You do not have to be fluent to select YES. You will have the opportunity to tell us further information below.

☐ YES. ☐ NO

If you would like to tell us anything further about your communication skills, please do so here (for example, you might be Level 2 qualified in BSL).

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Voluntary Roles and Work Experience

Please list any voluntary or work roles you have undertaken that you feel might strengthen your application. We do not need a full history. Please include experiences you feel would be relevant to this role.

Organisation / Group	Role / Job Title	Main Duties / Skills

*Please use continuation sheet if necessary.

Education / Qualifications

Please list any qualifications or training courses you have completed. We do not need a full history. Please include qualifications you feel would be relevant to this role.

Education Institution	Course	Grade / Qualification

*Please use continuation sheet if necessary.

Reason for application

Please explain in your own words why you would like this role.

Specific Requirements

Please provide evidence of how you meet the role specific criteria as set out above to explain how your skills, knowledge and experience will help you fulfil the role. You could use personal or professional examples.

There is no limit to the word count in this section. Please provide us with as much or as little information as you feel is appropriate.

You **might** want to use the STAR model when completing this section. STAR stands for Situation, Task, Action, Result and is a widely recognised tool for demonstrating your experience.

You can find guidance on how to use the model by clicking [HERE](#).

Driving

Do you hold a full UK driving license?

☐ YES. ☐ NO

Do you have legal access to a vehicle and confirm you would add business insurance to your policy if required?

☐ YES. ☐ NO

Compliance Checklist

If you would like to include additional information or supporting documents, such as a CV, please upload with your application before submitting.

Processing Personal Information

By ticking the box below, you accept that Umbrella Cymru will store your personal information for the purposes of the application process for this role.

☐ I Accept / Confirm

Reserve List

Should your application be unsuccessful on this occasion, but meet the requirements, we might retain the information provided within this application form in its entirety.

By ticking the box below, you confirm that you give full permission for Umbrella Cymru to retain your information for the purposes of notifying you of future opportunities.

☐ I Confirm

Eligibility

Umbrella Cymru is a CIO registered with the Charity Commission and as such, staff and volunteers must operate within the rules and regulations governing charities.

By ticking the box below, you confirm that you are not aware of **ANY** limitations that would prevent you from applying for this role.

☐ I Confirm

Security Checks*

By ticking the box below, you accept that Umbrella Cymru may conduct security checks such as enhanced DBS and police vetting to ensure the safeguarding of children and vulnerable adults.

☐ I Accept

☐ I have a current DBS certificate / DBS Passport

NAME:

DATE:

Continuation / Additional Information