



## Job Description

Post Title: Pregnancy Matters™ Manager

Accountable to: Hub Manager

Responsible for: Support workers and volunteers

Location: Greater Birmingham area

Contract: Full-time

Hours: 35 hrs per week

### **Main Purposes of the Job:**

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To ensure the delivery of the Pregnancy Matters™ service to clients in the hub area through effective operational management, of safe, secure and high quality accommodation and a mobile outreach service

### **Key Achievement Areas:**

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1. To establish outreach services at a venues across the hub area to facilitate access by clients through different routes.
2. To work in partnership with other service providers and agencies to enable the holistic support needs of clients to be met
3. To recruit, train and develop staff and volunteers to ensure a range of skill sets are provided within the support service.
4. To line manage support workers and volunteers facilitating either regular supervision in line with their skills set or appropriate CPD to promote learning and understanding of their client group.
5. Overseeing the day-to-day management of volunteers, to ensure they are developed within their skill set and reach their full potential with their volunteering experience.
6. To work closely with Pregnancy Matters™ On-line service to process the referral, assessment and allocation of clients to appropriate services.
7. To monitor the quality of the client pathway, ensuring risks and safeguarding issues are managed effectively and that feedback is captured and used to improve service delivery.



8. To oversee the delivery of housing management and health and safety in the supported accommodation units.
9. Undertake any other duties that are essential to the job role.
10. Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
11. Work in accordance with the Data Protection Act 1998 and Life's Data Protection Policy.

### **Personal Responsibilities**

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The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements

### **Corporate Behaviours:**

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#### **All staff will be expected to:**

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.



# Post Title: Pregnancy Matters™ Manager

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Leadership</b>		
Ability to manage, motivate and develop staff.	✓	
Proven team building and team working skills committed to the vision, mission and values of the charity.	✓	
Ability to command respect	✓	
<b>Communication</b>		
Communicates effectively and openly at all levels.	✓	
Good verbal and written communication skills.	✓	
Experience of communicating effectively with customers to identify their needs, preferences and demands.	✓	
<b>Strategic Ability / Innovation</b>		
Willingness to contribute to the development of services.	✓	
Experience in delivering results.	✓	
<b>Business Management / Service Delivery</b>		
Experience in the delivery of support and/or care services.	✓	
An understanding of operational management within a similar organisation	✓	
<b>Business Management / Service Delivery</b>		
Understanding of principles of budgetary control.		✓
Providing services to vulnerable clients		✓
Experience of dealing with an on-line helpline service		✓



Evidence of a participative approach, involving customers and staff in service provision.	✓	
<b>Experience/Knowledge/Qualifications</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
Knowledge and understanding of performance based management in a customer focused service organisation.		✓
A good level of literacy and numeracy.	✓	
Proven experience of working within a care and/or support service.	✓	
Relevant Housing or Counselling qualification.		✓
Knowledge and practical experience of Supported Services.	✓	
Knowledge of needs assessment and support planning.	✓	
Understanding the needs of vulnerable people.	✓	
Understanding and experience of promoting equality in employment and service delivery	✓	
<b>Personal Qualities</b>		
Ability to work with people at all levels.	✓	
Positive outlook with outgoing and approachable personality.	✓	
Ability to work on own initiative.	✓	
Handles pressures of meeting targets and deadlines and supports others where possible.	✓	
Ability to prioritise and plan work.	✓	
Committed to the vision, mission and values of the charity.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	