

Service Manager: Job Description

Position: DAPO Triage Service Manager

Employer: Respect

Reports to: DAPO Programme Manager

Hours: 37.5 hours per week

Location: **Home working.** The posts are remote but will be delivering in the pilot sites of London, Manchester, Cleveland and North Wales. There is the potential this could include further pilot sites at a later date. This will be discussed further at interview.

Salary: **Point 42–45, £44,637 to £47,667.**

(A London Allowance will be applied to employees who live in London, plus 6% employer's pension subject to an additional minimum 2% contribution by the employee).

We are pleased to offer a starting salary at the beginning point of the salary band. This position offers opportunities for salary increases based on performance and tenure.

Travel: You will be required to travel when the role requires it. Expenses for travel will be provided for specific work-related travel, and will be clearly articulated at interview, and in the employment contract.

Contract: **Fixed term, to end March 2026**

Benefits: A generous package including 25 days holiday a year and public holidays, employee pension scheme with 6% employers' contribution.

Requirements: DBS and police vetting at NPPV2 may be a requirement of the role.

About Respect

Respect is the UK charity stopping perpetrators of domestic abuse. We want a world where everyone is free from domestic abuse. Where it is never ok to control, harm or cause fear. Where those who perpetrate domestic abuse are stopped, held to account and given the chance to change. We will not stop, until domestic abuse stops. Founded in 2000 by Jo Todd CBE, who is still at the helm, Respect was established to focus on perpetrators of domestic abuse, and this, including our vital work with young people who cause harm, remains our key

priority. Alongside this work, we deliver expert support to male victims of domestic abuse. Everything we do is shaped and driven by our values: we are pioneering, collaborative, accountable, and respectful.

This role is based within the Drive Partnership and be part of the pilot for the roll out of the positive requirement element of the DAPO's.

We would particularly welcome applications from individuals from a wide range of backgrounds and across all protected characteristics¹, particularly from people from the following under-represented groups:

- Black and minoritised people
- Disabled people

We always welcome and support applications from those who have personal experience of domestic abuse.

About The Drive Partnership

The Drive Partnership, formed by Respect, SafeLives and Social Finance, is working to transform the national response to perpetrators of domestic abuse. We work to end domestic abuse and protect victims by disrupting, challenging, and changing the behaviour of those who are causing harm. Together we have developed the Drive Project to address a gap in work with high-harm, high-risk perpetrators of domestic abuse. We also work to advocate for systems and policy change- to develop sustainable, national systems that respond more effectively to all perpetrators of domestic abuse.

The Drive Partnership vision

Our vision is that by 2026 there will be a consistent approach which sees agencies in all PCC and local authority areas across England and Wales – backed by national leaders – working together to disrupt abuse and change behaviour to increase safety for victim survivors, including children and families.

Our Focus

Respect was founded to focus on perpetrators of domestic abuse and this, including our vital work with young people who cause harm, is our key priority. Our work with male victims is an important, distinct, project.

Our Vision

We want a world where everyone is free from domestic abuse. Where it is never ok to control, harm or cause fear. Where those who perpetrate domestic abuse are stopped, held to account and given the chance to change.

Our Mission

We work with our members, partners and allies to stop the harms done by those who perpetrate domestic abuse. With innovative practice, robust research and quality data, we build evidence of what works, promote safe, effective practice and drive high standards. We use our voice, in collaboration with others, to call for a response to domestic abuse that matches the scale of the problem. We will not stop, until domestic abuse stops.

Our Values

- **Pioneering:** We explore innovative ideas and develop new approaches with curiosity and rigour
- **Collaborative:** We work in partnership with our members, partners and allies to bring about individual, societal and systems change
- **Accountable:** We listen to survivors and centre their needs in our work. We hold perpetrators to account for their behaviour and hold ourselves and our members accountable for ours
- **Respectful:** We live up to our name. We are committed to equity, diversity and inclusion in all that we do. We are honest, compassionate and boldly challenge injustice

Our way of working

Partnership is fundamental to our way of working. We are second-tier organisation focusing on the continuous improvement of service models, sharing best practice and supporting specialist service providers to deliver.

We have three core strands of work:

- **The Drive Project is** our flagship intervention working with high-harm, high-risk and serial perpetrators of domestic abuse to prevent their abusive behaviour and protect victims. The Drive Project challenges perpetrators to change and works with partner agencies – like the police and social services – to disrupt abuse. It is currently being delivered in 9 police force areas.
1. **Restart** is an innovative pilot project providing earlier intervention for families experiencing domestic abuse. It brings together domestic abuse services, children's social care and housing teams to identify and respond to patterns of domestic abuse at an earlier stage. Restart is currently being delivered in five London Boroughs.

2. **The Drive National Systems Change** programme works across the domestic abuse specialist sector, public sector partners and beyond to develop sustainable, national systems that respond to all perpetrators of domestic abuse. We identify systemic gaps and build solutions that keep survivors safer by addressing those causing harm.

Background for the role

In April 2021 the Domestic Abuse Act received Royal Assent. The Act introduces a new civil Domestic Abuse Protection Notice (DAPN) to provide immediate protection following a domestic abuse incident, and a new civil Domestic Abuse Protection Order (DAPO) to provide flexible, longer-term protection for victims. DAPOs can impose both prohibitions and positive requirements on perpetrators. Positive requirements can be in the form of interventions aimed at reducing and managing risk, meeting the needs of an individual (for the factors that are not the causation of abuse but impact on risk e.g. mental ill health, substance misuse) and behaviour change interventions.

We were commissioned by the Home Office to design a triage model that will assess individuals for the suitability of these interventions, this triage model launched in November 2024 and will be tested and evaluated in order to prepare for national roll out in 2026.

Purpose:

The DAPO Service Manager will manage the operational, and strategic delivery of the DAPO team pilot working closely with the Practice and Development Lead and Programme Manager.

The postholder will have responsibility for managing all DAPO triage teams who are working locally and remotely in the DAPO pilot sites.

This role will require

- a) the effective line management of Triage Team Leaders (who in turn manage triage workers and IDVAs), in providing a high-quality frontline service triaging DAPO referrals for positive requirements
- b) the development and maintenance of a multi-agency infra structure that actively engages with the triage team and the triage process
- c) working with the Practice and Development Lead and Programme Manager to ensure safe and effective delivery of the DAPO pilot triage process.

d) support the development of the DAPO triage model through learning and analysis of the pilot delivery e.g. to initiate, develop, maintain and monitor multi-agency links through procedures and protocols, and to keep safety central to all services for perpetrators and victims of domestic abuse.

Responsibilities

Leadership

1. Providing leadership across the programme, building trusting and effective relationships within the team and across wider partners and stakeholders
2. Acting as a champion for DAPO triage process across the pilot sites in all aspects of development and delivery throughout the lifespan of the pilot, this can at times include representing the service at local and national events to deliver training and presentations in partnership with the Practice and Development Lead.
3. Drive continuous learning and innovation to enhance and evolve the program by staying informed on best practices, fostering knowledge sharing, encouraging cross-pollination of ideas, and spearheading new initiatives.

Interagency working

1. Facilitate the integration of the DAPO pilot into partnership working with local services, including MARAC and MATAC, by promoting effective information sharing and risk management frameworks to support both victims and perpetrators of domestic abuse.
2. Represent the service at operational and strategic meetings to build relationships and promote the value of the partnership.
3. Demonstrate a proactive approach to resolving barriers to achieving the DAPO triage objectives in collaboration with other professionals and services.
4. Develop and maintain appropriate processes in collaboration with other agencies
5. Influence and develop responses to improve services to victims and perpetrators of domestic abuse ensuring that the experiences of service users and other agencies inform this process.

Delivery management

1. Responsible for the day-to-day management of staff; ensuring effective and appropriate support is available to the Triage team to undertake all triage functions and provide consistent service delivery.
2. Take overall responsibility for case management and team supervision, ensuring effective case reviews and oversight of supervision for all Triage Workers and IDVAs; working closely with Team Leads to ensure risk assessments are completed in line with the operational model, while delegating delivery where appropriate.
3. Embed and champion service delivery that is based on thorough assessment and individual intervention, that recognises the needs and concerns of a diverse range of people and addresses them appropriately.
4. Oversee and be responsible for the safeguarding of children and vulnerable adults, and support staff to ensure that they can identify and respond accordingly to all safeguarding matters.
5. Contribute to the multi-agency risk management response.
6. Collaborate with the Practice and Development Lead to quality assure triage casework, ensuring ethical, safe practices that uphold robust procedures and maintain organisational integrity
7. Ensure that all frontline staff have access to clinical supervision in line with Respect operational requirements.

Recording and reporting

1. Ensure that Triage Team's files and records are accurate and complete and comply with GDPR and Data Protection Act 1998 requirements.
2. Ensure high quality data is recorded on the DAPO case management system, for the purpose of evaluation, performance management and pilot and service learning.
3. Manage the service in accordance with Respect accreditation and SafeLives Leading Lights standards.
4. Provide accurate reports to the Programme Manager, funders and stakeholders
5. Maintain an accurate and secure audit trail of all relevant communication. Responsible for identifying, managing and communicating risk at a project level, and during delivery.

General Service Management

1. Responsible for employee appraisals cycle, supervision, performance reviews and the professional development of all direct reports

2. Remain up-to-date and compliant with all relevant legislation connected to your work and ensure that the service is compliant with relevant governing frameworks and laws, and seek advice when required.
3. Be able to travel nationally as required and be willing to partake in occasional evening and weekend work as required.
4. Responsible for regular reviews of the service which reflect input, output and outcome monitoring, funding streams and consider relevant views from a variety of audiences.

Person Specification:

Experience:	Essential	Desirable
Working with high-risk victims and / or perpetrators of domestic abuse, those with complex needs and/or challenging behaviour	x	
Managing a team dealing with high risk, offenders or perpetrators or victim-survivors of domestic abuse	x	
Managing a team using advisory, negotiation and persuasive skills		
Working to develop, influence and encourage partnership working at operational and strategic levels	x	
Previous attendance at MARAC (as a representative/chair)	x	
Managing safeguarding issues and procedures	x	
Implementing effective and supportive case management supervision processes	x	
Researching, designing and delivering training		x
Leading teams delivering pilot interventions with the ability to support teams to deliver to a high standard through periods of change and uncertainty		x
Crisis management skills		x

Knowledge and Understanding:	Essential	Desirable

Have an excellent understanding of domestic abuse, including the impact on victims and their children, an understanding of perpetrators of abuse and the legal and practical remedies available	x	
Robust knowledge of risk assessment for domestic abuse cases	x	
An understanding of public protection arrangements, the provision of policing, child protection, health and social care, housing support and of multi-agency/partnership working	x	
Have an excellent understanding of the context of an IDVA service and best practices when working with high-risk victims of domestic abuse	x	
Have an in depth understanding of multi-agency partnerships and legalities of information sharing including in domestic abuse cases and domestic abuse programmes	x	
Have a good knowledge of effective ways of working/engaging with high-risk perpetrators of domestic abuse or clients with complex needs and challenging behaviour	x	
Have theoretical and procedural knowledge of other voluntary and statutory services involved in the response to domestic abuse	x	
An understanding of the MARAC process at both a strategic and operational level, which includes domestic abuse policy and MARAC's	x	
Have a good knowledge of the relevant legislative requirements and be willing to seek advice when required		x
Skills:	Essential	Desirable

Be able to manage a team working with perpetrators who present a significant danger to others	x	
Good relationship management with regard to multi-agency work which requires acute political sensitivity	x	
IT skills, including use of Microsoft Office packages, case management systems and SharePoint sites	x	
Have excellent interpersonal skills, which includes networking skills, and the ability to develop strong working relationships with other agencies	x	

Personal attributes	Essential	Desirable
Clear communication skills (both written and oral).	x	
Belief in perpetrator behaviour change, with an in depth understanding of domestic abuse, and agencies working in the sector	x	
Capacity to manage raw emotions including conflict, challenge and trauma in a collaborative way	x	
Proactive and self-motivated	x	
Ability to work effectively with change and uncertainty	x	
Has excellent emotional intelligence and understands the impact of their behaviour on others and adapts behaviour where appropriate	x	
Understands the benefits of teamwork and contributes willingly and positively		