

North East Lincs Women's Aid
JOB DESCRIPTION - Head of Children's Services

RESPONSIBLE TO:	Head of Operations; CEO
RESPONSIBLE FOR:	All children's support staff & services
SALARY:	£38,000 per annum, FTE
DAYS / TIMES:	Monday to Friday 9am-5pm Flexible hours to meet staff and children's support, where necessary

*As this position will include a base in our 'women only' spaces (inc Refuge),
we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

OVERALL OBJECTIVES

To develop and manage children's services across the organisation.

To provide high-quality frontline children's services and 1:1 support to those affected by domestic abuse.

To be responsible for developing, managing and leading a team that keeps the safety of children affected by domestic abuse central to all processes.

To develop, design and deliver quality groupwork within the guidelines and policies of the organisation and the funders. (*Groupwork ideas below*)

Project Management and Service Delivery

- To be responsible for the management of all children's support staff and services.
- To ensure effective and appropriate support is outcomes focused and is available to address individual risks and needs by undertaking case reviews/audits and supervisions.
- To carry a caseload of children to support.
- To ensure and promote multi-agency working.
- To ensure that case files and records (both electronic and paper) are accurate and complete, and that both are kept in compliance with requirements.
- To oversee and support all staff with regard to lone working procedures.
- To ensure that risk assessment/management procedures are followed, prioritising those most at risk.
- To be the safeguarding lead professional for child protection and safeguarding; ensuring that all staff understand and comply with the service's safeguarding framework.
- To remain up-to-date and compliant with all relevant legislation, including organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
- To represent children's services at meetings, when required.
- To assist in ensuring that services have efficient and effective systems to maintain a high standard of day-to-day operations, with full regard to Health & Safety legislation, support, risk assessments etc.
- To work at all times in accordance with the Confidentiality Policy of Women's Aid with due consideration for child protection issues.
- To lead / attend both internal and external children's meetings when required.
- To be responsible for regular reviews of the service which reflect input, output and outcome monitoring, funding streams and the views of stakeholders.
- To ensure the service recognises the needs and concerns of a diverse range of service users and addresses them appropriately by working proactively to ensure that a non-discriminatory service is accessible to all children.
- To assist the Head of Operations and Chief Officer in ensuring that services meet all the requirements of funders, contracts and legislation.
- To draw to the attention of the Head of Services, any issues which may impact on the organisation.
- When necessary, support the organisation in setting up and developing any new children's projects.
- To represent the service at multi-agency meetings, feeding back initiatives and outcomes to the team.
- To work in partnership with statutory and voluntary agencies to tackle the issue of domestic abuse.
- To represent the service at local and national events; deliver training and presentations as required.

Staff Management

- To be responsible for the day-to-day management of children's support staff, ensuring appropriate and effective delivery of services, including risk assessment, safety planning, referrals to other agencies and MARACs, etc.
- To be responsible for supervisions, performance reviews, learning and development opportunities of all children's support staff.
- To be responsible for case file audits and reviews, including regular staff monitoring and spot checks.
- To ensure that services are adequately staffed at all times.
- When necessary, to deal with any internal conflict, capability or disciplinary issues.
- When necessary, participate in the recruitment, selection, induction and deployment of staff.
- To manage and lead on support staff meetings.

Quality Management

- To contribute to annual service reviews which include monitoring data, evaluations, intake and output policy, and practice and workload reviews for the children's support service.
- To contribute to the continuation, development and effectiveness of Children's Services.
- To report on Children's Services to the Trustees as and when requested.
- To assist with development and review of relevant policies/procedures/systems.
- To represent children's services in quality and performance working groups when required.
- To ensure all required monitoring information is submitted to the appropriate bodies at the right time.
- To manage and evaluate all OASIS electronic input, files and audits.

Service User Involvement

- To develop service user involvement; encouraging children to participate in developing the organisation.
- To be responsive to children's feedback and/or complaints.
- To ensure children's outcomes are shared.

General

- To ensure a safe and caring environment.
- At all times, to promote the service in a positive way.
- To work on own initiative when necessary but to promote and support teamwork.
- To be flexible in working hours in order to offer any emergency support, where necessary.
- To take part in accredited IDVA training (Independent Domestic Violence Advocate).
- To undertake training and personal development activities as may be appropriate for the enhancement of the service and the continued professional development of the post holder.
- To participate in additional Women's Aid activities and fundraising events.
- To carry out any other duties commensurate with the level of this post.

Jan 2026

PERSON SPECIFICATION

Head of Children's Services

	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Management qualification / relevant qualifications		✓
PREVIOUS EXPERIENCE OF;		
Management of staff including supervisions (<i>at least 2 years</i>)	✓	

Working in children's services	✓	
Managing performance, quality standards and outcomes	✓	
Setting up and/or developing systems or working practices	✓	
Delivering groupwork / training		✓
Working in a demanding environment	✓	
KNOWLEDGE OF;		
The impact of Domestic Abuse on children and families	✓	
Trauma informed practices		✓
Safeguarding & children's legislation	✓	
OFSTED Regulations		✓
SKILLS		
Ability to work as a member of a team and as an individual	✓	
Ability to remain calm and professional during a crisis	✓	
Excellent communication and organisational skills	✓	
Interpersonal skills – with individuals and external agencies	✓	
Motivating attitude, enthusiastic and passionate	✓	
Ability to cope with conflict and distress	✓	
Ability to work under pressure and to deadlines	✓	
Excellent computer skills	✓	
Ensure a commitment to accountability	✓	
Ability to deliver presentations / reports both internally & externally	✓	
To ensure a positive image through own behaviour & appearance	✓	

POSSIBLE GROUP WORK DEVELOPMENTS AND IDEAS

DAY Programme: We are already trained and experienced in delivering this - sessions for young people aged 11+ teaching about healthy vs. abusive relationships.

Talking to my Mum: 10-week programmes to support the non-abusing parent and the child. Workbooks available to help them get through the complexities of being in abusive households and ensuring communication between them. We are trained and have delivered this programme with NSPCC previously.

Children's Freedom Programme: Ages 8-10 years - We have not delivered this before but deliver 3 Freedom Programmes every week

Expect Respect: National Women's Aid programme that delivers worksheets to each individual year group. We have delivered parts of this in schools. Sheets can also be used for individual work with children.

ACE Recovery Toolkit: For children aged 8-18 and their parents, focusing on toxic stress, emotional regulation, and resilience. We have not used this programme yet.

NOTE: we can of course use any parts of these programmes at any time as individual work.