



# Recruitment Pack: Programmes Manager



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Welcome to The Wish Centre!

As the CEO of The Wish Centre, I am delighted to extend a warm welcome to all candidates interested in joining our team as a Programmes Manager.

At The Wish Centre, we are dedicated to making a positive impact on the lives of individuals and communities. Our mission is to empower people to fulfill their potential, achieve their goals, and build brighter futures. As a leading nonprofit organisation, we work tirelessly to provide support, resources, and opportunities to those in need.

As a Programmes Manager, you will play a crucial role in driving the success of our programs, ensuring they are effectively designed, implemented, and evaluated. You will have the opportunity to lead a talented team, collaborate with community partners, and make a real difference in the lives of others.

We are looking for someone who is passionate, innovative, and committed to our mission. If you are dedicated to making a difference and have the skills and experience to lead impactful programs, we invite you to join us in our journey of creating positive change.

If you need help with any aspect of the process, please contact our HR Manager: [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org).

I look forward to welcoming a dedicated and talented Programmes Manager to The Wish Centre family.

Best regards,

Shigufta Khan  
CEO, The Wish Centre

**Programmes Manager - The Wish Centre (BDDWA)**  
**Up to £32,500 per annum**

Location: Hybrid; Wish Centre, Business Development Centre, Eanam What, Blackburn/home  
2-3 days per week

Hours of Work: 36.25 hours to be worked flexibly

Reports to: CEO

### **About Us**

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 30 years. We provide specialist services to residents of the borough and support victims and their families to live lives free from abuse. Our programmes work is also delivered across Lancashire and Blackpool

### **About You**

Are you passionate about making a positive impact on the lives of those affected by domestic abuse? The Wish Centre (BDDWA) is seeking a dedicated and dynamic individual to join our team as the Programmes Manager.

As the Programmes Manager, you will play a pivotal role in supporting, protecting, and promoting the rights of people affected by domestic abuse by overseeing our programmes for Victims, Children & Young People and Change Behaviour Programme. You will need experience in Domestic Violence and a relevant qualifications in Social Care or Safeguarding. Experience in line management or willingness to develop these skills is advantageous. YOU will also need to be compassionate, empathetic, and a proactive team player who embody integrity, respect, and professionalism.

### **Closing Date:**

Midnight 27 May 2024

**To read more about the specific duties of the role, please see the full Job Description on the next page!**



# Job Description

## **Operating Principles:**

The Wish Centre works to a number of principles & values when providing effective, personalised interventions for its service users, our overarching values are We Listen, We Support, We Empower. These principles apply to all roles at The Wish Centre.

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 35 years. We are the commissioned domestic abuse service for Blackburn and provide specialist services to residents of the borough and support victims and their families to live lives free from abuse.

Our programmes work is also delivered across Lancashire

## **Job Purpose:**

The role of the Programme Manager is pivotal to the delivery of all our programmes and sits within our senior leadership team. You will work closely with members of the community impacted by domestic abuse and with our stakeholders to promote the programmes we offer.

You will be part of a close-knit supportive team and work in a dynamic and fast paced environment. You will be supported by a detailed induction and will have opportunities to attend training to support your development.

Equality, diversity & inclusion are at the heart of our work and play a crucial role in championing an inclusive approach to all our practice.

## **Key responsibilities include:**

- Line management of the programme facilitators
- Overseeing facilitators caseload of individuals accessing 1-1 support.
- Liaise with appropriate services and act as a point of contact and work in partnership with other agencies and professionals who will need to be involved.
- Oversee referrals received for individuals requiring specialist support on a 1-1 basis while prioritising risk and need.
- Ensure programme resources are up to date and running practice supervision sessions to update the team.
- Ensuring regular team meetings with the individual teams take place.
- Attend appropriate meetings to represent the service and the programme team as needed.
- Plan and deliver training and awareness-raising sessions on the programmes that are being delivered to multi-agency teams to promote the work of the Wish Centre.
- Ensure that outcomes are measured and recorded as per the organisation's contractual commitments.
- Update the CEO and senior leadership team as needed.
- Formal Quality Assurance of all the programmes that are being delivered.
- Case file audits.
- Oversight of outcome measures
- Formal Quality Assurance of referrals and programmes
- Keep relevant agencies informed about important changes in Service User's situation with particular regard to safeguarding.
- Work in close partnership with the Independent Domestic Violence Adviser's (IDVA's) / Children social care teams / Schools / Commissioning teams.

## **In carrying out the above duties the post holder will:**

- Participate in appraisal, supervision and Learning & Development processes.
- Keep abreast of developments in services, legislation and practice relevant to the client group.
- Contribute to maintaining safe systems of work and a safe environment.
- Work flexibly across operational sites.
- This post requires a UK driving licence and access to a car.
- Seek to improve personal performance, contribution, knowledge and skills.

# Person Specification

## Essential Qualifications

1. A relevant qualification in domestic abuse, management, social care or safeguarding
2. Evidence of continuing professional development
3. A Management Qualifications, or willingness to work towards

## Essential Experience

1. A minimum of 1 years experience working with people impacted by Domestic Abuse - Essential
2. Experience of completing audits and quality assurance
3. Experience of multi-agency and multi-disciplinary working within legislative frameworks to influence and encourage partnership working.
4. Experience of attending multi-disciplinary meetings.
5. Experience of report writing

## Desirable Experience

1. Line management experience.
2. Experience of programme facilitation
3. Experience of delivering training

## Essential Skills & Knowledge

1. Excellent time and resource management
2. Excellent understanding of domestic abuse
3. Understand risk assessments & ensure that any safeguarding concerns are picked up appropriately.
4. Knowledge of legislative requirements related to service delivery such as domestic abuse & safeguarding adults and children
5. Knowledge and understanding of Trauma informed practice & ACE framework
6. Knowledge of key agencies, ability to liaise effectively and evidence of excellent partnership working.
7. High degree of self-motivation, ability to motivate others, use initiative and promote flexibility
8. Ability to communicate clearly with staff and clients, verbally and in writing.
9. Computer literate in respect of Word Processing, excel, access, PowerPoint and other applications
10. High standards of personal integrity, probity and professionalism
11. Excellent understanding and knowledge of GDPR

## Essential Personal Qualities

1. Be compassionate and empathetic.
2. Show initiative and be proactive when managing staff, interacting with service users and partner agencies
3. Act with integrity and respect when working with all clients, agencies and individuals.
4. Work flexibly as part of a team and ensure the smooth running of the project in line with Wish Centre's policies and procedures.
5. Motivate individuals and agencies to move through courses of action and decision-making processes.
6. To work on a flexible basis with some unsociable hours to meet the needs of the programmes.
7. A commitment to diversity and inclusion in working relationships and practice.

\*\*This description accurately reflects the present position and may be amended and reviewed following a proper period of consultation.\*\*

# How to Apply

Please note that we are not accepting CV's for this role and previous applicants need not apply.

To apply, please download [Sections A & B of our application form by clicking here](#) from our website

Once completed, please email both sections to [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org) by 27 May 2024.

You will also find an applicants guide by clicking here: [Applicant Guide](#)

**You should read this guide prior to completing the application form.**

This post is subject to a Disclosure and Barring Service check at an enhanced level.

The Wish Centre is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from individuals of all backgrounds and identities.



# Staff Benefits

Our staff benefits program reflects our dedication to nurturing a culture of care and support within our organisation. From health and wellness initiatives to professional development opportunities, we offer a comprehensive range of benefits designed to enhance well-being, promote work-life balance, and recognise the valuable contributions of our team members.

Below are some of the benefits available to our valued employees:

- Flexible working - core hours need to be covered by the staff team, but flexible working arrangements are in place and can be authorised by your line manager.
- Free onsite parking.
- Learning and development opportunities which are discussed with the employee in supervision and annual appraisal.
- 25 days leave, plus bank holidays (pro rata) together with an additional days leave for your birthday and a further day allocated once you reach 5 years service.
- Automatic enrolment to Westfield Health (private health insurance) which includes access to a 24/7 counselling line and high street discounts. Accessible for the employee and their immediate family members.
- Four free therapeutic sessions available via Lancashire Health and Wellbeing Centre per calendar year.
- Long service awards given at 10 years.
- Hybrid working offered for the majority of roles.