# Network Manager - Redress Support Service

# Introduction

In 2010, the Scottish Government contracted the Scottish Human Rights Commission (SHRC) to develop a Framework for Justice and Remedies for Historic Abuse of Children in Care. This work led to an Action Plan to implement the recommendations of this framework.

Established in 2016, the In-Care Survivor Alliance was formed in support of a wider strategy developed by the Scottish Government to address the legacy of historic abuse in Scotland. Fully funded by the Scottish Government, the alliance is formed of three partners, the Glasgow Psychological Trauma Service (Glasgow Health and Social Care Partnership), Health in Mind and Penumbra. The Alliance’s work is supported by a further network of delivery partners.

The In Care Survivors’ Alliance hosts two initiatives that contribute to the [Scottish Human Rights Commission’s Action Plan on Justice for victims of Historic Abuse of Children in Care](https://www.celcis.org/files/6615/9649/4700/7._ii_-__Action-Plan-on-Historic-Abuse-of-Children-in-Care-Nov-2013.pdf):

* Future Pathways, a national support fund for survivors of abuse or neglect in care in Scotland, and;
* Redress Support, which provides assistance to survivors who apply for financial redress.

# Redress Support Service

The Redress support service is a new initiative that aims to remove barriers that individuals might face in their application for financial redress. The service will deliver trauma informed, emotional and practical support to applicants as required during their application process.

# About the Role

Penumbra will employ the Network Manager who will lead the delivery of trauma-informed, emotional support to applicants. Penumbra is committed to the values of the Alliance and is a leading provider of person-centred, trauma-informed services that provide compassionate responses to people in distress.

The Network Manager (Redress Support) will be supported by the Alliance Manager to lead a team of Link Workers who will provide the support to those who contact, or are referred, to the service. The aim is to provide brief interventions to people experiencing immediate distress, and arrange supports from a pre-defined menu of options where support requirements appear to require more than the initial support conversations. The Network Manager will also play a lead role in ensuring effective liaison between the wider delivery team, partner organisations, and other relevant agencies and stakeholders.

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| **Role** | Network Manager – Redress Support |
| **Accountable to** | Director of Services and Innovation (Penumbra) |
| **Direct Reports** | Support Manager, Link Worker  Business Support Administrator |
| **Location** | Flexible location (including home working) but frequent travel to Glasgow and Edinburgh required. |
| **Hours** | 37.5 hours per week, flexible according to terms |
| **Travel** | Travel across Scotland may be required |
| **Salary** | £37,399 - £39,374 |
| **Annual Leave** | 20 days per year, (+5 days after 5 years’ service), 11 public holidays + 2 floating days. 33 in total. |
| **Pension** | Contributory Pension |
| **Other Benefits** | Flexible working  Cycle to work scheme  Confidential Employee Assistance Programme, offering free counselling to staff and their families  Employee Discount Scheme  Death in Service benefits |
| **Closing Date** | Wednesday 1st December 2021 at 7pm |

## **Key Responsibilities**

Manage a team who will deliver emotional and practical support to applicants to the Financial Redress Scheme.

Work collaboratively and flexibly with the Alliance and its partners.

Provide positive leadership to the delivery team and ensure activities are congruent with Alliance values.

Ensure all activities meet, or exceed, all legislative and contractual requirements and all applicable standards.

Ensure ongoing learning and continuous improvement in all activities with input from all key stakeholders, ensuring that the voices of those with lived experience are at the heart of the process.

Ensure the service operates within allocated budgets and work with Alliance Partners, and wider partner network, to achieve effective resource and financial management.

Ensure accurate data recording, gathering, and reporting of all activities and key results.

Take a lead role in ensuring the effective evaluation and outcome measurement of the service, providing timely reports to Partners and Funders.

Work collaboratively and in partnership with others to promote rights and recovery.

Promote a culture of candour, and willingness to learn and improve. Ensure complaints are fully investigated and improvements made where required.

**Person Specification**

I am….

Committed to values-based practice, rights and recovery.

Knowledgeable of mental health and wellbeing with specific reference to childhood trauma and aware of evidenced-based approaches.

An experienced Manager of People and Services.

A creative thinker who works collaboratively to problem-solve.

A strategic planner who has experience of development and leading change.

Educated to degree level and/or have a relevant professional qualification.

# **Further Information**

If you would like further information on this post then please contact

Jane Cumming, Director of Services and Innovation, [jane.cumming@penumbra.org.uk](mailto:jane.cumming@penumbra.org.uk)

# **Application Process**

To apply for this post please visit [www.penumbra.org.uk/vacancies](http://www.penumbra.org.uk/vacancies)