# WAO SERVICES MANAGER

# JOB DESCRIPTION

## Overview:

The Services Manager will work in providing leadership and facilitation of the casework conducted by WAO for women and children clients. Her main responsibility is to implement WAO’s strategic plans on service delivery and impact from the individual case perspective of clients to the point of crisis and post-crisis interventions and needs of WAO’s clients. It is her primary responsibility to ensure professional delivery of WAO case management services for **all clients of WAO** through **face-to-face consultation (FFC), monitoring of case progress, shelter needs and services, child protection measures and psychosocial wellbeing**, with due regard to clients’ safety, integrity, and dignity by adopting a rights-based approach.

The Services Manager leads **the team of Social Workers, the Crisis Support Officers (CSOs)**, **Child Care Providers and the staff of the Shelter**  in addition to interns, legal aid chambering students and volunteers. She reports to the Executive Director.

## Responsibilities:

1. Managing the **delivery of WAO Case management and Hotline services**, including conducting periodic monitoring, reporting and evaluation of the impact and ensuring compliance with case management and response standards. Overlook and ensure all individual case management activities and processes are in accordance with SOPs.
   * Ensure WAO’s Philosophy and Core Values is mainstreamed in all activities
   * Develop, design and implement the overall social work case management services. Develop content and initiate new batch of training and development of the Crisis Support Officers Program (trained hotline volunteers) to ensure Hotline is well equipped by the necessary personnels and to provide a comprehensive range of services for WAO’s beneficiaries
   * Identify gaps in overall social work services and effect improvements in the following areas:
2. Individual Case Management for women and children at:

- Refuge

- Child Care Centre

- Ex Residents

- Non-Residents

1. Advise and Assistance through:

* WAO Hotline
* Face-to-face consultation (FFC)
* External referral
* Shelter coordination and Services
* Mental Health and other forms of psychosocial services
* Child (dependent) social work services
  + Identify gaps in case management and response at the WAO Refuge and WAO Child Care Centre for residents, ex-residents and their children. Supervise the social workers in implementing all agreed work plans. Evaluate and monitor the existing outputs and ensure appropriate corrections put in place to meet WAO strategic objectives.
  + Develop and utilise feedback systems from the Face-to-Face Consultation (FFC), resident and non-resident clients, shelter staff (including child care providers), interns and volunteers to identify gaps and challenges in order to improve and implement professional social work standards in WAO’s work.

1. **Monitor, evaluate and report** on service impact, using an agreed framework. Develop new strategies and activities to enhance impact
   * To identify systemic gaps and propose corrective strategies, policies, procedures and tools.
   * Work closely with the Advocacy Team to highlight challenges and gaps in the government agencies’ response towards survivors of domestic violence. Liaise with civil societies and governmental agencies along with Advocacy Department to improve the synergy in service provision
   * Develop and implement appropriate referral mechanisms between various services streams, to enhance output.
   * Update and maintain the WAO Standard Operating Procedures for all services (social work and shelter).
   * Ensures due diligence is carried out for all services provided by WAO
   * Develop and convert WAO’s data collection and statistical inputs from manual to online resources
   * Develop and generate donor reports and proposals for funding purposes of the case management team
   * Potential Donor engagement for Services Fundraising along with Partnerships
   * Grants and Proposal support for Services Projects along with ED
2. **Supervise the Services and Hotline staff**, including Social Workers, Child Care Providers, Shelter Officer, Cook & Cleaner and CSOs. To provide training, monitor, report and evaluate their outputs and performance.
   * Train social workers and all shelter staff on WAOs overall services, guiding principles and case management protocols of WAO’s face-to-face consultation (FFC) and social work ethics and case management systems of WAO
   * Supervise the overall case load distribution among the social workers and provide case management support as required.
   * Monitor and track social workers’ performance in case management and file updates.
   * Coach and guide social workers in groups and individually to develop their skills and competencies, enlisting **external assistance and training** as required.
   * Coach and guide interns / CSOs / volunteers include discussing and developing their work plan, monitoring their progress and conducting evaluation for them.
   * Monitor intern and volunteer intake to assist in Refuge and CCC social work.
   * To ensure WAO’s safe spaces; i.e: Shelter and Child Care facilities are managed and upkeep, and to provide shelter staff the necessary support, technical expertise and training needed.
   * To monitor and schedule psychosocial intervention services systems for clients, and manage vendors providing mental health support for clients of WAO.
3. **Advocate** for better laws, policies, and procedures to support survivors of domestic violence and educate the public on the issues.
   * Identify law and policy gaps, and monitor the implementation of the Domestic Violence Act on the ground and provide feedback to the Advocacy Team and Capacity Building Team to push for law and policy reforms.
   * Assist in promoting WAO services and educating the public and relevant stakeholders through supporting the Capacity Building Team in conducting public education talks, seminars, media interviews, etc. To focus on talks with critical stakeholders such as the police, hospitals, other government agencies and hospitals.
4. **General**
   * Co-Manage with the Executive Director, the budget allocation for the Services Section including identifying gaps in resource allocation.
   * Prepare periodic and annual reports for EXCO, funders, and other departments within WAO or as specific project requirements covering statistics/trends and useful observations for recommending improvements.
   * Conduct weekly reviews of case management to ensure Social Workers report the progress and development of cases.

***Knowledge, skills, and abilities required:***

∙ Strong commitment to feminist principles and WAO vision, mission, WAO Philosophy and WAO Core Values. ∙ Good knowledge in Social Work, Psychology or Counselling and specialist knowledge of gender issues with a specific focus on the protection of domestic violence survivors.

∙ Good listening skills, compassionate and a strong commitment towards empowering Clients to achieve her goals and improve her wellbeing.

∙ Non-judgmental and ability to adopt a survivor-centred approach

∙ Ability to work within a framework of social work ethics and values and an ability to reflect on practice.

∙ Ability to work with diverse people, communities, and cultures, with an understanding of cultural awareness practices.

∙ Ability to work under stress and possess a healthy coping mechanism when dealing with stress.

∙ Fluency in Bahasa Malaysia and English is required. Additional knowledge of Chinese or Tamil is an asset.

***Experience, Education, and Training:***

Any combination of education, work experience and training which substantially provides the knowledge, skills and abilities as stated in this job description. Examples are as follows: Bachelor’s Degree in Social Work, Counselling, Psychology or other relevant discipline with or without relevant experience