

Job title	Regional Manager (London area and Eastern region of UK) The successful candidate will be based in or near the London region
Type of contract	Permanent
Salary	£36,000
Hours	36.25 hours per week worked between the hours of 8am – 6pm
Team	London and Eastern
Reporting to	National service delivery lead
Staff responsible for	London and Eastern caseworkers
Working pattern	Remote working with regular travel required (approximately once per month but this may be more frequent depending on demand)
Recruitment process	Deadline for applications: 21 st October Interviews to be conducted: tbc Start date in role: tbc
Benefits	• 35 days of annual leave (including bank holidays and 3-day shutdown period between Christmas and New Year, pro-rata for part-time working patterns); • Additional birthday day off; • Enhanced sick pay and compassionate leave; • Death in service benefit; • Pension; • Employee Assistance Programme; • Flexible working; • A rewarding role with purpose, and; • Be part of a skilled, friendly team with an engaged Board of Trustees.
About Brake	Brake is the national, acclaimed charity tackling the daily, horrific carnage of deaths, injuries, and air pollution on roads. Traffic is the biggest killer of young people worldwide, poisoning our lungs and contributing hugely to the climate emergency. Brake's vision is that people get around in safe and healthy ways. Our values require us to be evidence-based, aim high, and work collaboratively. We have a 30-year reputation for shouting out for positive change, advising government, encouraging action in communities, and delivering the UK's National Road Victim Service for bereaved and injured families. We work with schools and families, communities and companies to champion the cause of road safety and raise awareness of key road safety issues. Our values are: • Professionalism • Collaboration • Integrity

	• Compassion • Inclusion • Courage
About the National Road Victim Service	The National Road Victim Service is a specialist, accredited, UK-wide support service for road victims, delivering case-managed care for anyone who has been bereaved or seriously injured in a road crash or who is supporting a road crash victim.
About you	We need energised, self-starters who are passionate about helping others, to join our fantastic team. Are you someone who wants to make a difference and has the drive to make it happen? You will need to demonstrate understanding of multi-disciplinary services. We are looking for people who have a background in managing support services and understand the responsibility this requires. This role will be responsible for the delivery of a high value funding contract, including managing the team responsible for providing support to clients under this agreement. The role is also responsible for attending regular contract delivery meetings with the funder, ensuring that the impact of our support is demonstrated to a range of external, senior stakeholders. Whilst the role is home based, there is an expectation that the successful candidate will travel to London on a regular basis to meet with team members and contract stakeholders. Residing in close proximity to the London area is therefore preferred. Essential qualities • Experience of managing high-risk support services on a national basis working with people in crisis with acute vulnerabilities and risks; • Extensive experience of managing and co-ordinating teams, including remotely, including HR policies and procedures; • Experience of establishing and sustaining partnerships with key partners, stakeholders, and other professionals; • Experience of understanding the importance of demonstrating the impact of quality support to stakeholders; • Experience of a case management review process and support framework, safeguarding and active monitoring, and escalation of cases with health and safety needs; • Knowledge, experience and understanding of best practice in working with people who have experienced sudden loss and traumatic bereavement and managing services in this area; • Knowledge, experience and understanding of working in a trauma informed way, providing trauma informed care to adults and families; • Knowledge of safeguarding, risk management and GDPR procedures; • Management of crisis intervention and working in collaboration with other professionals to support those with complex needs (i.e. crisis

	and home treatment teams, community mental health services, ISVA and IDVA roles); • Experience and knowledge of working with and supporting people through the criminal justice and coronial process; • Experience of audit, monitoring and evaluation activities; • Experience of research and advocacy activities; • I.T. and data management skills; • Ability to work creatively, adaptively and with flexibility across a range of circumstances, and; • Commitment to and a passion for providing a high level of quality care to those experiencing traumatic bereavement and catastrophic injury. Desirable • A professional qualification or evidence of training in psychological trauma; • Experience of working with those affected by road traffic collisions; • Experience in developing and delivering training programmes; • Completion of safeguarding and/or risk management training, and; • Project management qualification or equivalent experience in practice.
Key responsibilities of the role	• Provide day-to-day line management and supervision to a team of up to 10 regional caseworkers offering guidance, support, and quality assurance; • Ensure lone working policies are adhered to daily to ensure the safety and security of the team whilst lone working and travelling to and from home visits; • Contribute to an on-call duty manager system on a weekly basis, providing out-of-hours advice and support to caseworkers across the service; • Deputise for the Service Delivery Lead during periods of leave, sickness, absence; • Contribute to the ongoing professional development of caseworkers through reflective practice, caseload audit and management and the development and delivery of formal CPD sessions; • Responsible (in collaboration with HR lead) for managing sickness and absence and return to work interviews; • Maintain oversight and support caseworkers with complex and high-risk cases by attending safeguarding and risk management meetings, both internally and externally to ensure compliance with best practice; • Ensure quality support is provided through our model of trauma informed care; • Consult with the triage team to ensure the timely allocation of cases from our central service team into the regional teams;

	• Deliver monthly case review meetings with regional caseworkers, ensuring needs and risks of clients are met and outcomes recorded including quality assurance of safeguarding. • Ensure all data is accurately recorded within the case management system; • Ensure that callers' identified needs are met satisfactorily, within professional boundaries, to outcome goals, with those outcomes recorded; • To monitor and ensure that all support is delivered in a confidential and professional manner, adhering to safeguarding legislation and the latest data protection regulations; • To consult with local partners and services referring into the service to establish pathways of care; • Contribute to NRVS' wider processes of audit, evaluation, and impact monitoring; • Provide assessments and decisions around complex intervention planning, including escalation of cases requiring clinical guidance to Clinical lead; • Actively contribute to the development of relationships with key stakeholders, organisations, and professionals in the region. This may include the provision of training and presentations to ensure that they are aware of the service, and; • Work with the Development Team to deliver and report effectively against funding agreements in your region.
Equity, diversity & inclusion	Brake is passionate about creating an inclusive workplace that values diversity. We welcome your application whatever your background or situation. We particularly welcome applications from those who are part of the global majority, the LGBTQIA+ community or disabled. We are proud to be a disability confident employer. We don't want you to 'fit' our culture, we want you to enrich it. So, if you have a passion for making a difference and share in our vision for a world where no one is killed on our roads, we would love to hear from you.
How to apply	If you are seeking out a new challenge and think you have the skills, passion, and commitment that we are looking for, we would be interested in hearing from you. Submit your CV and a covering letter of no more than 750 words, which clearly demonstrates that you have what it takes to perform this challenging and rewarding role. As part of your application, please also answer the following question in no more than 500 words: How would you approach embedding yourself within your team and the wider regional management team when starting in the role? to: recruitment@brake.org.uk

	We want to get to know you and we welcome cover letters in alternative formats, for example you could send a short video cover letter instead of a traditional written one.
Important information	• The successful candidate will be required to go through an enhanced DBS vetting process due to the sensitive nature of the service delivered. • Please note we do not accept applications from serious traffic offenders due to the nature of our work. Employees are subject to driver licence checks.