

Team Leader

35 hrs per week.

Salary: £39,800.00 per annum

Job Profile

East Ayrshire Women's Aid is a charitable company limited by guarantee, and exists to provide information, support and refuge for women, children and young people who experience domestic abuse.

Job purpose

Lead, direct and manage the staff and volunteer team. Oversee the delivery of the operational objectives of the organisation in line with East Ayrshire Women's Aid Strategic Plan. As a Lead Practitioner, provide a clear and responsive practice leadership role within the Team including developing best practice, mentoring staff and ensuring that the services provided are safe, effective and person centred, while promoting a culture of empowerment and continuous learning within the team. Ensure that the service meets the needs of the women, children and young people who use it, the organisation and our regulators and commissioners.

Scope

Based at: East Ayrshire Women's Aid office, 10 Croft Street, Kilmarnock.
Reporting to: East Ayrshire Women's Aid Manager

Service Delivery & Operational Standards

- i. Lead and deliver EAWA services and ensure that positive outcomes for women, children and young people are demonstrably met.
- ii. Provide case management oversight, risk management and guidance on complex cases.
- iii. Oversee the development and implementation of effective monitoring and evaluation systems.
- iv. Contribute to service improvement, data monitoring and reporting requirements.
- v. Ensure the staff team meet or exceed the standards of professional conduct required by the SSSC.
- vi. Chair team meetings and ensure key working is allocated appropriately.
- vii. Oversee service delivery to ensure high standards of practice, safeguarding and compliance with national service standards, external regulatory requirements and EAWA policies and procedures.
- viii. Be responsible, with Manager, for the relevant budgets.
- ix. Work collaboratively with partner agencies to ensure coordinated and effective responses to domestic abuse and identify opportunities for growth.
- x. Positively promote a gendered analysis of domestic abuse and the work of EAWA in the local community.
- xi. Raise and maintain the profile of the organisation and increase community awareness of the support and services available.

People Management

- i. Ensure effective recruitment, retention, motivation and performance management of operational staff and volunteers.
- ii. Support staff development through regular supervision, training and reflective practice.

- iii. Ensure that the service aims and operational objectives are reflected in individual work plans and monitored effectively.
- iv. Deal with staffing matters in the team e.g. timesheets, annual leave, training, sickness, absence, grievance, conduct, poor performance or discipline in accordance with the organisation's policies.
- v. Ensure effective dissemination of information to staff and effective team functioning and good working relationships
- vi. Record timesheets/annual leave and TOIL and sickness in line with EAWA policies and procedures
- vii. Lead responsibility for ensuring that health and safety requirements are met and that all staff are aware of their personal responsibilities in relation to health and safety.
- viii. To assist in ensuring that EAWA's activities comply with equalities legislation, policy and practice.

General

- i. Deputise for the Manager when required.
- ii. Work within a feminist framework on the effects of domestic abuse in all its forms and apply this understanding to practice.
- iii. Participate in Scottish Women's Aid to ensure that this resource is fully utilised to the benefit of East Ayrshire Women's Aid.
- iv. Take personal responsibility for continuing professional development
- v. Manage the out-of-hours service and take part in the on-call rota.

PERSON SPECIFICATION

Qualifications, training & relevant experience	ESSENTIAL	DESIRABLE
SSSC recognised qualification to enable registration as a supervisor/team leader in a Housing Support Service (SVQ 4)	✓	
SVQ Leadership and Management		✓
At least 2 years' experience working in an environment requiring similar knowledge and skills.	✓	
Knowledge and skills	ESSENTIAL	DESIRABLE
Demonstrable commitment to a gendered analysis of violence against women and girls	✓	
Effective leadership and management skills	✓	
Good knowledge, understanding and experience of relevant legislation and adult and child protection procedures.	✓	
Proven knowledge, understanding and experience of policy and legislation relevant to women children and young people experiencing domestic abuse		✓
Understanding of trauma informed approaches to support	✓	
Excellent communicator in writing and speaking to a variety of audiences	✓	
Excellent organisational skills able to prioritise and manage workloads effectively	✓	
Competent IT skills	✓	
Previous Experience		
Able to work in a way which promotes safety and empowerment.	✓	
Experience of working with database management		✓
Experience of working to an outcomes framework		✓
Proven experience of managing resources	✓	
Ability to prioritise, delegate and facilitate work within teams towards achieving objectives	✓	
Proven ability to provide effective support and supervision to staff	✓	
Personal Qualities	ESSENTIAL	DESIRABLE
Demonstrate a positive, person focused and team working approach to work	✓	
Acts with integrity and respect when working with individuals and agencies.	✓	
Able to form effective working relationships with service users and colleagues	✓	
Optimistic about the possibility of personal growth and change.	✓	
Drive and determination to provide the best possible services for women, children and young people.	✓	
Commitment to the values of East Ayrshire Women's Aid	✓	
Special Requirements	ESSENTIAL	DESIRABLE
Commitment to equalities and anti-discriminatory practice.	✓	
Able to participate in delivery of a 24 hour on-call service to our refuges.	✓	
Membership of PVG Scheme	✓	
Full driving licence and access to own transport	✓	