



Person Specification

Support Service Team Leader

Criteria	Essential The qualities without which a candidate could not be appointed	Desirable Extra qualities can be used to choose between candidates who meet all the essential criteria	How assessed e.g. application form, interview, exercises etc
Knowledge and understanding	<p>A commitment to working within a single sex, women only environment.</p> <p>Knowledge of data protection and confidentiality.</p> <p>Knowledge of the effective interventions and recovery models of supporting survivors of abuse.</p> <p>Able to articulate a trauma informed approach, including in relation to complex trauma.</p> <p>Clear commitment to equality and diversity, and anti-discriminatory practice.</p>	<p>Knowledge and understanding of gendered dynamics of abuse & causal factors of sexual violence against women.</p> <p>A clear understanding of the impact of trauma on the lives of sexual violence survivors.</p> <p>Knowledge of the criminal justice system, including mechanisms and barriers to reporting to the police and legal system.</p>	Application form and interview
Skills and abilities	<p>Excellent management & organisational skills.</p> <p>Proven written and verbal communication skills</p> <p>Understanding of relevant legislation, policy and procedures e.g.(vulnerable adults, child protection, safeguarding, crisis</p>	<p>Competent IT & analytical skills.</p> <p>Familiarity in working with online case management/outcomes recording systems and IT processes.</p>	Application form and interview.

	<p>support, sexual offences etc).</p> <p>Ability to work effectively as part of a team and provide leadership as required.</p>		
Experience	<p>Experience of providing individual counselling and/or support for survivors of sexual violence using a trauma informed and survivor centred recovery approach.</p> <p>Minimum of 3 years proven management or supervisory experience working in an environment supporting staff delivering support to survivors of GBV.</p> <p>Experience managing and maintaining performance management, accurate records, databases and support systems.</p> <p>Experience of handling confidential and sensitive information appropriately.</p> <p>Experience of the day-to-day requirements of running a busy support service & provision of case & performance management of staff.</p> <p>Able to demonstrate a resilient approach, adopting and modelling strategies for managing workload, maintaining appropriate boundaries and promoting self-care.</p>	<p>Experience in delivery of training and awareness around GBV.</p> <p>Experience of the day-to-day requirements of working in a busy support service</p>	<p>Application form and interview.</p>

Qualifications	Qualification in counselling at diploma level or equivalent. Qualification/substantial experience in Supervision or equivalent.	Relevant training in these areas.	Application form and interview.
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