



# Beira's Place

Edinburgh Women's Sexual Assault Support Centre

## Support Service Team Leader-job description

TITLE:	Support Service Team Leader
SALARY:	£37,932-£41,022 p/a plus 6% pension contribution
HOURS:	Full-time preferred (35 hours per week, flexible working patterns will be considered)
LEAVE ENTITLEMENT:	40 days p/a (including 6 fixed public holidays)
RESPONSIBLE TO:	Senior Management Team

### **Responsibilities**

This is a key new role in Beira's Place where your expertise as a supervisory practitioner gained from your provision of trauma informed support services, will be utilised to directly provide high quality line supervision to Support Practitioner front line staff. Working under the direct management of the Support Services Co-ordinator, you will be a first point of contact to staff, providing support, advice, supervision, direct leadership and case management oversight.

This work will include safeguarding, operational & risk management and overseeing individual performance to ensure high standards of practice, continuous improvement and enhancement of practitioner standards in line with service objectives.

It is expected that this post holder will have substantial frontline experience in working with and supervising staff providing support services to women impacted by sexual violence, other forms of gender-based violence and/or trauma.

This role requires strong leadership and a stated commitment to providing direct support services to women from aged 16 years, in a single sex, women only environment.

The Team Leader will be directly managed by the Support Service Co-ordinator and will work closely with the Senior Management Team to help maintain the working principles, objectives and policies of Beira's Place including to:

- Provide effective daily leadership to Support Practitioners ensuring high standards of trauma-informed practice and services are delivered to women who are survivors of sexual violence, abuse and exploitation.
- Support the Support Service Co-ordinator to ensure smooth operating practices and procedures.
- Contribute to service delivery in accordance with the organisation's ethos, policies and procedures by providing effective case and performance management, promoting safety and well-being for staff and service users alike.
- To provide reflective practice sessions in addition to existing internal and external staff support provision, to ensure high quality of standards and highlight areas of improvements.
- To recommend to the Support Service Co-ordinator a schedule and focus for service specific practice development sessions for workers, setting clear expectations of such sessions and how these developments positively impact practice and support staff wellbeing & development.
- To support the robust information gathering and evidence-based reports with the Support Service Co-ordinator, and for the CEO to report to the Board of Directors at their meetings.
- Attend internal or external meetings as appropriate to the post, as well as participating in regular internal and external supervision meetings.
- Participate in an ongoing programme of training and continuous personal and professional development to ensure that skills, knowledge and working practices are up to date and evidence based.
- Any other duties relevant to the post of Team Leader as directed by the Support Service Co-ordinator or Senior Management Team.

## **Requirements**

The Team Leader will have a high level of professional experience working in sexual/gender-based violence services at both practitioner and supervisory level and experience in supporting a staff team working directly with trauma. They will also have experience in staff supervision, delivery of support services, workforce development and performance management of support staff.

## **Duties**

The duties of the Team Leader post will be to:

- Provide support and supervision to Support Practitioner staff, ensuring all operational service delivery processes are implemented effectively.
- Monitor cases and workloads of Support Practitioners to ensure that services are delivered in a supportive and safe environment for staff and service users.
- Work closely with the Support Service Co-ordinator and Support Service Administrator to ensure that the service is effectively delivered, with referrals and service users being responded to in a trauma informed and timely manner.
- Contribute to the identification & development of Support Practitioners overall training and development plans.
- Work closely with relevant staff to manage and minimise waiting times for service users.
- Contribute to regular team meetings, peer support meetings and facilitate individual support & supervision sessions.
- Meet regularly with the Support Service Co-ordinator, Support Service Administrator and Senior Management Team.
- Assist and participate alongside the Senior Management Team in the recruitment and induction of support staff.
- Provide input into the effective monitoring and evaluation of the organisation's support services.
- Record and pass on any safeguarding issues or concerns raised by staff as a priority.
- Report any risk in relation to Health & Safety, confidentiality, GDPR, etc as soon as possible to the CEO or member of the Senior Management Team.
- Ensure the maintenance of accurate records in our online OASIS data base in accordance with best practice and the organisation's policies.
- Assist with the improvement of organisational policies and procedures as appropriate.
- Liaise with external agencies, building and sustaining multi-agency partnerships as required.
- Reporting directly to the Support Service Coordinator for regular supervision and providing updates on the support service and any issues that may be occurring.
- To carry out any other duties relevant to the post of Team Leader as directed by the line manager or Senior Management Team.

**Please note that it is an occupational requirement that all posts at Beira's Place are for women only.**

**Only women, as clarified by the Supreme Court judgement (April 2025) need apply for the post of Support Service Team Leader under Section 9, Part 1 of the Equality Act 2010.**

**Appointment to the post is subject to a satisfactory PVG Disclosure certificate being issued by Disclosure Scotland. Where the contents**

**of a Disclosure certificate are not satisfactory, Beira's Place reserves the right to withdraw the offer of employment/terminate employment.**

**The successful candidate will be required to produce proof of their eligibility to work in the UK, as required.**