



SHAKTI WOMEN'S AID

JOB DESCRIPTION AND PERSON SPECIFICATION

POST TITLE	TEAM LEADER - HOUSING SUPPORT AND ADVOCACY SERVICE
CONTRACT TYPE	FIX TERM UNTIL 31 MARCH 2028
HOURS	35 HOURS PER WEEK (OCCASIONAL EVENINGS / WEEKENDS)
SALARY	£34,420 + 10% PENSION
PLACE OF WORK	EDINBURGH
RESPONSIBLE TO	CEO THROUGH OPERATIONAL MANAGER

PURPOSE OF THE JOB:

- To lead and manage a team of key case workers providing a quality service, meeting regulatory and Shakti Women's Aid (Shakti) standards, to BME women who have experience of domestic abuse
- To provide professional support, supervision and leadership to a team of key case workers, whilst maintaining a direct involvement in support service practices
- To ensure that a high quality of support service is provided and maintained, and that appropriate support services are delivered to meet service users' needs within regulatory and Shakti standards and policies and procedures. In doing so, supporting them wherever possible to make positive changes in their lives.
- To ensure that Shakti BME Women's support service adheres to Care Inspectorate standards and prepare Shakti for Care Inspectorate inspections.
- To be the Care Inspectorate named Team Leader / Supervisor for the Shakti Housing support service
- To be SSSC registered
- To ensure all key case workers in the team are SSSC registered and hold valid PVG disclosures
- To ensure that the team is responsive to the changing needs of the organisation
- To ensure that services are delivered consistently to BME women accessing the services.
- Support Operational Manager and CEO with funding applications as required



SHAKTI WOMEN'S AID

- To submit required reports.
- To complete funding applications as required
- To be the Lead Adult Protection Officer in the preparation and investigation of matters relating to adult protection concerns.
- To provide practical support to service users as required
- To actively participate in the training, and support of key case workers and student placements as required.
- To ensure that the adult support services and CYP service have a joined up working approach
- To ensure the ongoing development, implementation and monitoring of Shakti's operational plans and procedures by maximising resources, funding streams and opportunities for development and growth
- To support the Board of Directors, the CEO and the Operational Manager in the strategic leadership, management and planning of the services provided by Shakti
- To actively participate and support the management team in the development, implementation and support of all services provided by Shakti
- To present and promote Shakti's work at multi-agency meetings and with local and wider community and community groups.

KEY RESPONSIBILITIES

- Provision of clear direction and leadership to the team
- Management and support of staff through formal and informal mechanisms to help them achieve their potential and deliver excellent services
- Management and allocation of work, in line with performance targets
- Direct case work practice
- Participation in management team
- Responsibilities within/to the management team
- Promoting a culture of continuous improvement and strong service user focus
- Promoting effective team communication, team building and planning through collaborative and participatory work practices
- Ensuring implementation of regulatory standards, Shakti policies and procedures within the team
- Organising and delivering relevant training internally and externally in partnership with the other Shakti team leaders as necessary
- Actively encouraging partnership work and liaison with other agencies and ensuring internal protocols are followed when doing so



SHAKTI WOMEN'S AID

- Supervising students placements in partnership with the other Shakti team leaders

PRINCIPAL TASK/ JOB ACTIVITIES

Management and allocation of work, in line with performance targets

- Manage and lead the team to meet the needs of our service users in accordance with Shakti policies and procedures
- Ensure that Shakti's Policies and Procedures are adhered to across the team
- Make decisions about service users' eligibility of services and determining whether a referral is appropriate and ensure all referrals are allocated, make decisions on prioritising and closing cases in accordance with Shakti protocols whilst ensuring the most effective use of available resources.
- Take decisions on immediate risk assessment and safety planning, including emergency protection measures and the management of waiting lists.
- Assume responsibility to review day to day operations and inform the Operational Manager when this is unsatisfactory
- Assume responsibility to regularly manage the waiting list for Housing support service
- Contribute to the development of all Shakti services at all times
- Ensure all decision made will safeguard and protect the best interests of service users, staff and Shakti; whilst upholding Shakti's organisational reputation
- Keeping up to date with relevant changes in policies, procedures and legislation and communicate them to the team effectively
- Take a proactive approach to risk management/policy development within Shakti.
- Develop and set team objectives.
- Be accountable for, the maintenance of the quality of services delivered by the team, the development of professional practice and ensuring that staff understand their responsibilities and priorities in particularly in high-risk cases and task allocated to them
- Establish and maintain effective responsive office systems and procedures and inform the Operational Manager where issues arise
- Follow the SSSC and Care Inspectorate's regulatory guidance at all times and also ensure that the guidance is adhered to by staff at all levels.
- Ensure information is collected, stored and used appropriately in line with legislation and in such a way to ensure smooth running of services and to monitor and evaluate its effectiveness is in place.
- Support and supervise student's placements



SHAKTI WOMEN'S AID

- Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- Undertake any other appropriate duties as the Operational Manager and the CEO may determine.

Management of staff

- Manage staff performance and foster continuous professional development
- Supervise key case workers directly and to ensure they have a clear understanding of their tasks and are supported in accomplishing them
- Ensure supervision is provided within guidelines of Shakti procedure.
- Effectively manage staff absence
- Promote and develop good communication with staff within the team.
- Encourage positive dynamics and team building within and across staff teams.
- Lead change within the team in order to develop Shakti services positively.
- Develop and implement an individual training plan for supervisee in line with SSSC requirement, Care Inspectorate guidance and SWA policies.
- Carry out staff Support & Supervision, annual appraisals / performance reviews in line with Shakti operational plan.
- Address staff disciplinary matters, including conducting Shakti staff disciplinary investigations and preparing a report for the Operational Manager.
- Deal with conflict situations between staff members, professionals and services users
- Support staff in responding to changing service user needs and reprioritise other work as necessary.
- Visit services users in their accommodation/support key case workers who do so
- Investigate service user complaints
- Support key case workers where lone working is assessed as high risk
- Ensure lone working policies and procedures are followed at all times
- Minimise risk to staff, to service users and to the public at all times when potential harmful behaviour or other incident arise.
- Participate, and where appropriate be the lead person, in the recruitment and selection of staff.

Operational management and planning

- Support the development and implementation of overall aims, values, objectives, policy and communication priorities for Shakti



SHAKTI WOMEN'S AID

- Take the lead for the Shakti BME Housing support service with regard to effective operational planning and performance management including financial, fundraising and monitoring of resources and ensure liaison with the Operational Manager
- When required, report to the Board of Directors (BOD)', the CEO and/or Operational Manager or external bodies regarding the Shakti BME Housing support service. This could be verbal or in writing and includes issues relating to strategic and operational planning, management and financial matters.
- Support the CEO/Operational Manager and Board of Directors' Group to regularly review, monitor and evaluate the organisation's performance, development and needs.
- Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- Keep up to date with developments relevant to the Shakti BME adult support services through, for example, research and attending external forums.

Direct support services

- As required, carry a small caseload of more complex cases, or unless the demand of the services dictate that involvement in practice due to absences such as cover for staffing, annual leave, training, sickness or other temporary absence.
- Provide direct service contact with service users to support key case workers with any challenging issues with service users/family members; to cover for annual leave, training, sickness or other temporary absence.

Services to BME women

- Provide emotional, practical support and information to BME women as required. This would be in a group situation, individual case reviews, covering for staff shortages
- Liaise, on behalf of Shakti and the women using the service, with external agencies to meet individual and/or group needs.
- Identify adult protection concerns and ensure to inform the appropriate statutory agencies and complete the required reporting accordingly

Participation on management team

- Contribute to organisational vision and set team performance targets.
- Participate in leading the organisation/stakeholders to achieve common goals.



SHAKTI WOMEN'S AID

- Managing positive communication throughout the organisation, between the staff, Operational Manager and the CEO
- Attend and participate at board meetings as required and produce reports
- Implement and monitor the strategic plan
- Apply for relevant funding in line with service development and opportunities in close discussion with Operational Manager and the CEO.
- Be responsible for the management, monitoring and compiling yearly statistic, yearend reports for the funders and annual reports.

Relationship Management with Stakeholders and Agencies*

- Proactively promote, develop and maintain collaborative partnership working between teams within Shakti and other services and key partner agencies and stakeholders from Voluntary Sector, Statutory Services, Health, and Other Local Authorities (Councils) in pursuance of Shakti BME Women's support service objectives whilst ensuring regulatory and Shakti protocols, standards, policies are procedures are followed in doing so
- Encourage and facilitate good working relationships and practice between staff and other agencies and promote joint working in close discussion with Operational Manager and the CEO.
- Ensure mechanisms of support to staff in representing Shakti on national, local and multi-agency partner groups, in line with Shakti BME adult support service objectives
- Support the coordination of Shakti's public and media profile
- Attend relevant internal and/or external meetings, including multi-agency events and professional meetings in the office and other locations on Shakti's behalf

*(*agencies include central, devolved and local government, public sector agencies, voluntary and community organisations, multi-agency partnerships, universities and the private sector)*

General

- To keep up to date with issues relating to all forms of domestic abuse and honour-based abuse including forced marriage, female genital mutilation, NRPF as a tool of abuse – and other BME specific abuse in all areas and the impact on BME women, children and young people –including working practices and legislation



SHAKTI WOMEN'S AID

- Required to vary work hours in response to the needs of the project and as agreed by the Operational Manager and/or the CEO, including some evening and weekend working
- To carry out any other duties that is commensurate with the post and maybe required from time to time in the interest of the effective running of the service and the needs of the organisation as agreed by the CEO/Operational Manager

It is essential to the development of SHAKTI WOMEN'S AID service delivery that the post holder can respond flexibly to changes in the post's requirements. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Your application should give clear examples of experience, knowledge, skills, and abilities you have gained in both paid and/or unpaid (volunteer) work in relation to the Person Specification criteria.

Person Specification

Team Leader	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of managing services supporting and working with BME women who have experience domestic abuse. • Experience in leading multi agency working practice. • Experience of developing monitoring and evaluating services. • Experience and ability to lead and manage staff with a personal style, which is likely to induce staff confidence, supporting, enabling and encourage them to provide good quality services. 	<ul style="list-style-type: none"> • Experience of developing and implementing operational plans. • Experience of preparing reports. • Supervision of Staff. • Fundraising experiences. • Experience in writing policies and procedures.
Knowledge, skills and understanding	<ul style="list-style-type: none"> • Knowledge and understanding of cultural and religious issues faced by BME women experiencing domestic abuse. 	<ul style="list-style-type: none"> • Some experience of external communications e.g., media, publicity



SHAKTI WOMEN'S AID

	<ul style="list-style-type: none"> • Knowledge about relevant legislation to Adult and Child Protection • Excellent communication skills – both verbal and written. • IT, Skills, competent in the use of Microsoft Office and experience of using electronic database • Good organisational and administrative skills • The ability to recognise and challenge poor performance and to motivate and support staff in maintaining high performance. • Ability to speak BME community language • Driving licence 	<ul style="list-style-type: none"> • Knowledge of funding streams
<p>Qualification</p>	<ul style="list-style-type: none"> • Any practice qualification in the manager category • SVQ Social Services and Healthcare SCQF Level 7 • SVQ Integrated Health and Social Care SCQF Level 7 (GV7A 23) <p style="text-align: center;">PLUS</p> <ul style="list-style-type: none"> • PDA Health and Social Care Supervision (G9AM 47) • A qualification that contains at least 15 credits at SCQF level 7 of supervision or management theory and practice specifically for a supervisor of a care service • PDA Health and Social Care Supervision (GVNA 47) 	



SHAKTI WOMEN'S AID

	OR	
	<p>All of the qualifications below are acceptable on their own and you do not need to do an additional supervisory qualification.</p> <ul style="list-style-type: none">• SVQ Social Services and Healthcare SCQF Level 9• SVQ Social Services (Children and Young People) SCQF Level 9• BA (Hons) Social Work• SVQ Social Services (Children & Young People) at SCQF Level 9 with mandatory Continuous Professional Learning (CPL) requirements	

Environment – Physical

- Mainly office based, however, visiting services users in their accommodation (e.g. to investigate complaint, to support key case worker where lone working is assessed as high risk.)
- Attending multi agency and professional meetings in other locations.

Environment – Working conditions

- The Post holder will be expected to work contracted hours, however, on occasion may be expected to work out of hours as and when required and take the time in lieu.

What we offer

We offer the following to our staff

- flexible working hours (where appropriate)
- 10% pension
- 25 days paid holidays and 10 days public holidays a year – pro rata for part-time staff.
- maternity/paternity leave

Health and Welfare

We offer you access to:



SHAKTI WOMEN'S AID

- Employee Assistance Program (Peninsula) – for confidential advice and counselling
- Access to Well-Being hub.