



SHAKTI WOMEN'S AID

Job Description

POST TITLE	TEAM LEADER – OUTREACH SERVICE
CONTRACT TYPE	FIX TERM UNTIL 31 MARCH 2027 (POSSIBILITY OF EXTENSION FOR 1 YEAR)
HOURS	35 HOURS PER WEEK (OCCASIONAL EVENINGS / WEEKENDS)
SALARY	£34,420 + 10% PENSION
PLACE OF WORK	EDINBURGH
RESPONSIBLE TO	CEO THROUGH OPERATIONAL MANAGER

ORGANISATION PROFILE:

Shakti Women's Aid is a feminist voluntary organisation which provides information, emotional/ practical support, and refuge/ temporary accommodation to all black minority ethnic women and their children who are experiencing or fleeing domestic abuse. Shakti is seeking to recruit an experienced and qualified Key Case Worker to support women from black minority ethnic communities.

PURPOSE OF THE JOB:

1. 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 the Shakti Women's Aid policies and procedures.

Reviewed on 4/02/2019
Revised 14/01/2025
GP



2. To provide professional support, supervision and leadership to a group of key case workers, whilst maintaining a direct involvement in support service practices
3. To ensure that the team is responsive to the changing needs of the organisation
4. To ensure that services are delivered consistently to women accessing the services.
5. To present and promote Shakti Women's Aid work at multi-agency meetings and with local community groups.
6. To plan deliver and evaluate Shakti training
7. Support operational manager and CEO with funding applications
8. To submit required reports.
9. To complete funding applications

KEY RESPONSIBILITIES:

1. Management and allocation of work, in line with performance targets
2. Management of staff
3. Delivering training in partnership with other team leaders.
4. Direct case work practice
5. Participation in management of team/ Responsibilities within/to management team
6. Partnership work and liaise with other agencies
7. Creativity and innovation
8. Decisions (Discretion) / Decisions (Consequences)

PRINCIPAL TASKS / JOB ACTIVITIES:

1. Management and allocation of work, in line with performance targets:

To manage and lead SWA Team to meet the needs of our service users in accordance with SWA policies and procedures by

- Ensuring that Shakti Women's Aid Policies and Procedures are adhered to across the Team
- Keeping up to date with relevant changes in policies, procedures and legislation and communicate them to the team effectively
- Taking a proactive approach to risk management and policy development within SWA.

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- Developing an operational plan for the team and setting team objectives.
- To ensure the management of incoming work and the efficient allocation of work to staff, making the most effective use of available resources.
- To be accountable for, the maintenance of the quality of services delivered by the team, the development of professional practice and to ensure that staff understand their responsibilities and priorities in particularly in high risk cases and task allocated to them
- To establish and maintain effective responsive office systems and procedures.
- To 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.
- Managing placements request in conjunction with universities and colleges. Support and supervise student's placements/interns
- Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- To undertake any other appropriate duties as the Manger may determine.

2. **Management of staff:**

The post holder will be expected to manage staff performance and foster continuous professional development by:

- Supervising an agreed number of key case workers directly and to ensure they have a clear understanding of their task and are supported in accomplishing them
- Ensure supervision is provided with in guideline of SWA procedure.
- To 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 SWA services positively.
- Developing and implementing an individual training plan for supervisee in line with SSSC requirement, Care Inspectorate guidance and SWA policies.
- To carry out staff annual appraisals/performance review in line with SWA operational plan.



- To address staff disciplinary matters, including conducting SWA staff disciplinary investigations and preparing a report for the operational manager.
- To participate, and where appropriate be the lead person, in the recruitment and selection of staff.

3. Delivering training in partnership with other team leaders:

Prepare, plan, deliver and evaluate training.

4. Direct case work practice:

The post holder may be required to carry a small caseload of more complex cases, or unless the demand of the services dictate that involvement in practice should be in some other form. Please refer to the attached Key case worker job description)

- Direct service contact with service user users will be necessary 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.

5. Participation in management of team / Responsibilities within / to management team:

This post forms part of the management team, the post holder will be expected to:

- Contribute to organisational vision and set team performance targets.
- Participate in leading the organisation and stakeholders to achieve common goals.
- 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.
- Management, monitoring and compiling yearly statistic, yearend reports for the funders and annual reports.



6. **Partnership work and liaise with other agencies**

- To develop and maintain partnership working between teams within SWA and other services in Voluntary Sector, Statutory Services, Health, and Other Local Authorities (Councils).
- Encourage and facilitate good working relationships and practice between staff and other agencies and promote joint working.

7. **Creativity and Innovation:**

- Ability to initiate, nurture and develop ideas for improvement to SWA services provision practices generates new resources.
- Ability to understand issues and problems as they arise both of a complex and simple nature.

8. **Decisions (Discretion):**

- Take decisions on immediate safety planning, including emergency protection measures.
- Participate in team management decisions.
- Ongoing responsibility to review day to day operations and take decision when this is unsatisfactory.
- Allocation of work to staff, prioritisation and case closure decisions.
- Contribute to the development of SWA services.

Decision (Consequences):

- Daily decisions about eligibility of services; these decisions will determine whether a referral is appropriate.
- Make decisions, which impact on the service users, on staff, and on Shakti Women's Aid reputation, such as;
- How to minimise risk to staff, to service users and to the public when potential harmful behaviour or other incident arise.
- Identifying adult and child protection concern and contacting the appropriate statutory agency



RESOURCES:

- Authorisation of loan payments to women in need within agreed SWA guided limits.

Environment – Work Demands

- Support staff in responding to changing customer needs and reprioritise other work as necessary.

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.

Environment – Work Context

- Dealing with conflict situation between staff member, services user and family members.



PERSON SPECIFICATION

Team Leader	Essential	Desirable
Experience	1. Experience of managing services supporting and working with BME women who have experience/d domestic abuse. 2. Experience in leading multi agency working practice. 3. Experience of developing monitoring and evaluating services. 4. 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.	1. Experience of developing and implementing operational plans. 2. Experience of preparing reports. 3. Supervision of staff. 4. Fundraising experiences. 5. Experience in writing policies and procedures.
Knowledge, Skills and Understanding	1. Knowledge and understanding of cultural and religious issues faced by BME women experiencing domestic abuse. 2. Knowledge about relevant legislation to Adult and Child Protection 3. Excellent communication skills – both verbal and written. 4. IT skills, competency in the use of Microsoft Office and experience of using electronic database 5. Good organisational and administrative skills	1. Ability to speak language other than English (BME community languages preferred)



	6. The ability to recognise and challenge poor performance and to motivate and support staff in maintaining high performance.	
Qualification	• NC Social Care (2005 revised award G7ME15) • SVQ Social Services and Healthcare at SCQF Level 7 Plus You must have an additional supervisory or management qualification containing supervision or management theory and practice suitable for a supervisor of a care service with a minimum of 15 credits at SCQF level 7 or above. OR All of the qualifications below are acceptable on their own and you do not need to do an additional supervisory qualification. • BA (Hons) Social Work (or equivalent) • SVQ Social Services and Healthcare at SCQF Level 9	
Driving Licence	Candidate should have clean UK driving licence	



Desirable	• Some experience of external communications e.g., social media account, publicity (D) • Knowledge of funding streams (D)	
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What we offer

We offer a great benefits package to our employees which includes:

- 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
- adoption leave

Health and Welfare

We offer you access to:

Employee Assistance Program (Peninsula) – for confidential advice and counselling
Occupational sick pay