

JOB PROFILE

Job title	Team Manager
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JOB DESCRIPTION

Job purpose:

The purpose of this post is to manage and support staff delivering services to women, children and young people affected by domestic abuse. This will include providing a supervisory role as well as coaching and mentoring to direct reports, ensuring that policies and procedures are followed and that high quality, consistent and trauma-informed services are provided across the range of services provided by Fife Women's Aid.

Reporting to: Fife Women's Aid CEO

Direct reports from: Support staff

Key activities:

Responsible, under the general direction of the CEO, to provide leadership and management to direct reports, making decisions on day-to-day service delivery and ensuring staff are supported to deliver high quality, trauma-informed services.

Provide supervision, coaching, developmental and mentoring services to direct reports.

1. Ensure the quality provision of a range of support to women, children and young people who experience domestic abuse and live in the Fife area.
2. Supervise practice of direct reports, ensuring appropriate services are being delivered.
3. Contribute to effective recruitment and selection processes, adhering to safer recruitment procedures
4. Ensure effective management of staff, in line with FWA HR policies and guidance, with emphasis on performance management and the development of potential through delegation and training.
5. Ensure staff follow organisational working practices, systems and processes.
6. Provide training to staff and source external training opportunities as required.
7. Working jointly with other Team Managers and members of the management team, plan activities and co-ordinate operational rotas across work areas (this

may include support line, on-call, duty cover, group work as appropriate to role).

8. Work collaboratively with all members of the management team and other Fife Women's Aid employees, volunteers and students to ensure the smooth running of the service and encourage service user participation as required.
9. Contribute to the effective implementation of FWA policies including complaints, grievance and disciplinary processes.
10. Investigate complaints, ensuring clear communication with service users and staff throughout the process. Deal with any HR processes arising from these in collaboration with Fife Women's Aid CEO and HR consultants.
11. Participate in the planning, delivery and evaluation of individual support and group work provided to women, children and young people, providing monitoring data to meet service outcomes and the requirements of funders and regulatory bodies.
12. Ensure the service operates within organisational policies, procedures and is compliant with legislation and regulatory and funding bodies. Keep up to date with changes in legislation and working practices and ensure health and social care standards and SSSC requirements are met at all times.
13. Perform administrative tasks in a timely way to ensure smooth running of the service. This will include providing written reports and monitoring data as required.
14. Represent Fife Women's Aid at relevant multi-agency and strategic meetings.
15. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work. Comply with, and ensure compliance with, relevant health & safety legislation and good practice as set out in Fife Women's Aid H&S policies and guidance.
16. Promote the work of FWA in the local and wider community, helping to raise awareness of domestic abuse issues affecting children and young people. This will include involvement in the organisation and delivery of events.
17. Support the promotion of FWA's public and media profile.
18. Demonstrate commitment to ongoing personal development.
19. Perform other duties as reasonably required by Fife Women's Aid CEO.

Team Manager person specification

Qualifications, training and experience	Essential	Desirable
Relevant qualification in social work, community education, SVQ level IV or equivalent or willingness to work towards gaining the relevant qualification for registration with the SSSC.	E	
At least 2 years experience working in a social care environment. Post holder may be required to be registered with SSSC.	E	
At least 2 years experience of directly managing staff in a social care or health environment.	E	

Competencies	Essential	Desirable
Understanding of the impact of domestic abuse on women, children and young people.	E	
Knowledge of trauma-informed practice	E	
Excellent communication skills, both verbal and written, with ability to engage with a wide range of stakeholders	E	
Staff management skills	E	
Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems.	E	
Excellent self-management and organisational skills.	E	
Understanding of current legislation, regulation and best practice in relation to domestic abuse.		D
Ability to work on own initiative and within teams towards achieving overall objectives.	E	
Knowledge of monitoring and evaluation		D
Training skills		D
Knowledge of budget monitoring		D

Personal qualities	Essential	Desirable
Self-motivated, enthusiastic, committed, sensitive, effective and co-operative.	E	
Ability to demonstrate a positive, person-focused and team-working approach to work.	E	
Goal orientated and people focused style	E	

Reliable and responsive	E	
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Special requirements	Essential	Desirable
Committed to equal opportunities and anti-discriminatory practice	E	
A flexible approach to working. Ability to work office hours, some out of hours and occasional evenings and weekends	E	
Full driving license and access to own transport to support travel throughout Fife.	E	
Ability to have business motor insurance and to transport service users where required.	E	

Organisational culture

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Fife Women's Aid.

Membership of Protection of Vulnerable Groups (PVG) Scheme is a requirement of this post.

Fife Women's Aid strives to be an equal opportunities employer and positively welcomes applications from women from all sections of the community.

Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.