



The Women's Centre Cornwall

JOB DESCRIPTION

TITLE OF POST: OPEN SERVICE TEAM LEADER (DORSET)

RESPONSIBLE TO: OPEN Service Manager

HOURS: 21hrs a week to be worked flexibly

SALARY: £30,038 per annum (pro-rata)

GENERAL

The Women's Centre Cornwall has grown from its early roots as a Rape Crisis Centre into an innovative, award-winning feminist organisation which provides a wide range of services for women and girls in our communities. Our work with survivors of sexual and domestic violence is our core specialism as we believe that there can be no real gender equality without a complete cessation of violence against women. The Women's Centre Cornwall is run by women, for women, and aims to empower and enable all women and girls to gain the health and well-being and confidence and skills to achieve their potential and become stronger and more independent.

Dorset, Devon and Cornwall Women's Community Service

Open is a successful service with an excellent reputation for offering trauma-informed specialist support to women in the criminal justice system across Dorset, Devon, Cornwall and at HMP Eastwood Park in Gloucestershire. Developed by The Women's Centre Cornwall, Open provides a gender specific, holistic service accepting referrals from the Probation Service. The service offers trauma-informed advocacy, practical and emotional support, to reduce the risk of reoffending and to help women move on with their lives.

PURPOSE

To lead our Team of Independent Women's Practitioners in Dorset to deliver a high-quality service for women in line with their needs, our Values and the requirements of our funders. As a line manager, the postholder will undertake regular case management supervision with each member of the team and ensure that their working practices are safe and boundaried and their wellbeing is positively supported.

The Team Leader is the daily point of contact for ensuring the service operates smoothly dealing with safeguarding queries, approving lone-working risk assessments and giving general advice and guidance to the team as needed. They will carry a small caseload as needed and will provide cover for assessments and casework to cover absences or peaks in demand.

RESPONSIBILITIES

Staffing

Staff Management

- Ensure staff fully understand contractual requirements and have the skills and resources to perform effectively
- Monitor performance of the team through line management, auditing, observations and feedback from women accessing the service and stakeholders.
- Ensure that the required levels of performance are achieved by each member of the team, providing direction, guidance, mentoring, coaching and performance management as needed.
- Working with the Service Manager to design and deliver training
- Leading team meetings and reflective practice sessions.

Delivery

- Support the Service Manager with the development of effective pathways and procedures across the service.
- Provide effective communication and support to the staff to ensure that all required changes are embedded as quickly and seamlessly as possible.
- Support learning, and a culture of continuous improvement
- Assist in the development of effective systems for the monitoring and evaluation of the Service.
- Provide accurate and timely information to the Service Manager and other colleagues as needed which may include providing written reports
- To manage and support staff from other teams as needed

Team around the Woman

- Promote the work of the Service, liaise closely with other agencies and make effective links with services and facilities in the community and custodial settings to benefit service users.
- Ensure staff have up to date information on internal and external referral pathways and ensure that early opportunities are taken to develop a Team around the Woman
- Provide support to a small caseload of women
- Undertake Initial Assessments where required.

Safeguarding Champion

- Ensure safeguarding, serious untoward incidents and complaints and any other risks are managed in line with policy and communicated to the Service Manager.
- Gather and record Safeguarding data for TWCC Safeguarding meeting updates.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.

Other

- Attend internal and external meetings and training as required
- Undertake any other duties that are relevant to the job and reasonably requested of you by your manager.
- To work at all times within the values, policies and ethos of TWCC

Whilst this job description attempts to cover the main duties of the post, it is not exhaustive. The postholder is, therefore, expected to undertake any other reasonable duties within their capabilities and the scope of the post as specified by their line manager.

The post is subject to an enhanced DBS and vetting checks and open to women only (exempt under the Equality Act 2010 Schedule 9, Part 1).

TWCC values diversity and welcomes applicants from all sections of the community, especially from women with lived experience of the issues we address, and groups with a protected characteristic such as Black, Asian and minority ethnic women, who are currently under-represented at TWCC.

PERSON SPECIFICATION FOR THE POST OF:

Dorset, Devon & Cornwall Women’s Community Service Team Leader

All requirements listed in this specification must be (a) essential or desirable to the post and (b) assessable within the selection process.

Factor		Essential	Highly Desirable	Method of Assessment
Qualifications	Relevant degree and/or recognised professional qualification in social care or related field and/or accredited Domestic Abuse/Sexual Violence training		√	Application
	Full driving licence	√		Application
Experience	Previous experience of working with women with complex needs/ women who have offended/ survivors of domestic violence/sexual violence including conducting safety planning and providing crisis intervention.	√		Application and interview
	Experience of delivering targeted and structured interventions to meet identified need	√		Application and interview
	Experience of providing line management to staff	√		Application and interview

Factor		Essential	Highly Desirable	Method of Assessment
	<p>Previous experience of working in a multi-agency setting</p> <p>Experience of delivering group work</p> <p>Professional experience of the work of the criminal/civil justice and/or health systems.</p> <p>Experience of outreach work and safe lone working processes</p>	<p>√</p> <p></p> <p></p> <p>√</p>	<p></p> <p>√</p> <p>√</p> <p></p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>
Knowledge/ Skills	<p>Excellent literacy and administrative skills including IT and report writing.</p> <p>Pro-active and confident communicator with excellent inter-personal and communication skills (verbal and written)</p> <p>Knowledge of current civil and criminal law enforcement and practice</p> <p>An understanding of risk assessment, safety planning and risk management</p> <p>Understanding of confidentiality issues</p> <p>Understanding of child and adult safeguarding issues and legal responsibilities</p> <p>Understanding of vicarious trauma and self-care in the context of support work</p>	<p>√</p> <p>√</p> <p></p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p></p> <p>√</p> <p></p> <p></p> <p></p> <p></p>	<p>Application</p> <p>Application and Interview</p>
Knowledge/ Skills	<p>Knowledge of impact and dynamics of domestic violence on victims and children</p> <p>Understanding of trauma and trauma informed practice</p> <p>Ability to practice effective supervision and casework management skills</p>	<p></p> <p>√</p> <p>√</p>	<p>√</p> <p></p> <p></p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>

Factor		Essential	Highly Desirable	Method of Assessment
	Knowledge of benefits, housing/homelessness and substance misuse issues		√	Interview
Personal Attributes	Ability to work on own initiative and prioritise workload	√		Interview
	Ability to lead a team remaining boundaried as well as approachable	√		Interview
	Ability to maintain personal and professional boundaries within individual practice	√		Interview
	Ability to motivate staff and provide support and guidance	√		Interview
	Ability to be empathetic and compassionate	√		Interview
	Committed to developing and improving a holistic service in order to meet the needs of women with vulnerabilities.	√		Interview
	Ability to self-evaluate and reflect on practice	√		Interview
	Ability to cope in stressful situations	√		Interview
Awareness	Commitment to, and understanding of, equality and diversity issues	√		Application and Interview