



The Women's Centre Cornwall

JOB DESCRIPTION

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| TITLE OF POST: | Specialist Support Team Leader |
| RESPONSIBLE TO: | Service Manager |
| HOURS: | 37 hrs a week to be worked flexibly (Mon-Fri 9am-5pm) |
| SALARY: | £30,075 per annum |

To be based daily in our Bodmin Office

GENERAL

The Women's Centre Cornwall is a charity with over 30 years' experience supporting women and girls living with the impact of domestic and sexual abuse. Growing from its early roots as a Rape Crisis Centre, it is now an innovative, award-winning feminist organisation providing 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, underpinned by our belief that there can be no real gender equality without a complete cessation of violence against women. Alongside this, we provide a range of community-based services across Cornwall and support women with experience of the criminal justice system across Cornwall, Devon, Dorset and HMP Eastwood Park.

As Lead Partner for key services including the Oak Sexual Violence Service, Cornwall Independent Domestic Violence Advocate (IDVA) service and Devon and Cornwall Independent Sexual Violence Advisor (ISVA) service, we work with a number of trusted partners to ensure that people of all genders, ages and backgrounds can access appropriate, high-quality support.

Our work is rooted in feminist principles, with a strong focus on empowerment, equity, inclusion and belonging.

PURPOSE

To provide on-site oversight of the provision of Specialist Support Services from the Bodmin centre, deal with ad hoc queries, safeguarding and other queries. The post holder will lead the Helping to Heal team providing trauma stabilisation interventions on an outreach basis and overseeing short-term interventions including the telephone Helpline, Campfire Peer Support App and the survivors portal ensuring that survivors can access a high-quality additional support on demand.

RESPONSIBILITIES

- Supervise the telephone helpline including managing the rota and providing training, supervision and operational support to the team
- Supervise the Campfire Peer Support app including training and supervising moderators and ongoing development.
- Supervision and development of the survivors portal including designing and producing content.
- As a Safeguarding Champion, providing initial safeguarding advice to volunteers and paid staff working from the centre, the Helping to Heal Team and other staff as needed.
- To provide ad hoc guidance, de-briefs and support to volunteers delivering support at Bodmin.
- Line management of Helping to Heal Specialist Support workers and other staff as required.

Staffing

Staff Management

- 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 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 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:

Support 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 |

| Factor | | Essential | Highly Desirable | Method of Assessment |
|-------------------|---|--|---|---|
| Experience | <p>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.</p> <p>Experience of supervising a helpline or similar frontline support service.</p> <p>Experience of providing line management to staff.</p> <p>Previous experience of working in a multi-agency setting.</p> <p>Experience of delivering group work.</p> <p>Experience of safe lone working processes.</p> <p>Experience of developing call-handling protocols, triage and escalation pathways.</p> <p>Experience of creating and managing survivor-focused online resources, content, hubs or portals.</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></p> | <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> |
| Knowledge/ Skills | <p>Strong literacy and administrative skills including IT and database use.</p> <p>Pro-active and confident communicator with excellent inter-personal and communication skills (verbal and written).</p> <p>An understanding of risk assessment, safety planning and risk management.</p> <p>Understanding of confidentiality issues.</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>Application</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> |

| Factor | | Essential | Highly Desirable | Method of Assessment |
|---------------------------|---|-----------|------------------|---------------------------|
| Knowledge/ Skills Cont | Thorough understanding of child and adult safeguarding issues and legal responsibilities. | √ | | Application and Interview |
| | Knowledge of impact and dynamics of domestic violence on victims and children. Understanding of trauma and trauma informed practice. | √ | | Interview |
| | Ability to practice effective supervision and casework management skills. | √ | | Interview |
| | 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 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 |