**Job Description**

Title: Community Team Leader

Area: Community Services

Reporting to: Services Manager

Responsible for: IDVA’S and Outreach DA Advisors

Hours of work: 28 hours

Salary/scale: £19, 243.16 (actual)

Contract length: 18 Months with possible extension.

**Background**

Trafford Domestic Abuse Services (TDAS) is an independent voluntary organisation that has been operating since June 1990, is a Company Limited by guarantee and a registered charity. TDAS is the only specialist agency in Trafford who deliver services to women, men, children and young people who are experiencing or have experienced domestic abuse. We are funded for our services through various funding streams, and are in the process of looking for further areas of funding to enable us to extend the services we provide in the borough of Trafford.

**Purpose of the role**

To lead and supervise the Community team in theday to day running of TDAS Community Service. To ensure the provisions of a flexible range of services for adults who have suffered domestic abuse living in the Trafford community. To support and line manage a team of IDVAs and Outreach DA Advisors to provide a high quality frontline service to victims of domestic abuse that delivers a service in particular to those highest risk. To be the lead in crisis situations and provide advice and guidance on child protection issues and information sharing concerns. To consult with all service users and stakeholders, in order to evaluate and improve the Community service to meet the needs of adults effected by domestic abuse.

**Main Duties**

* Provide Induction, Management and supervision and direction to the Community team.
* Manage and coordinate the referral processes and support provision for High and Medium Risk Victims of domestic abuse
* Ensure that there is a consistent delivery of services to survivors, including risk assessment, safety planning, referrals to other agencies and MARACs by allocating and monitoring work across the team.
* Ensure that risk assessment and risk management procedures are followed at all times, prioritising those most at risk.
* Support and co-supervise the volunteers and students allocated to the Community Service.
* Support the Services Manager on reporting and delivery of Outcomes as highlighted in funders requirements.
* Hold regular Allocation and Case Management sessions with the Community Team
* Conduct Regular File Audits.
* Liaise and work in conjunction with TDAS senior management team to provide a holistic support service to families across all TDAS services.
* Liaise and work in conjunction with key agencies ensuring that multi-agency work is undertaken as part of the process involved in the assessment and delivery of services provided to adults.
* Access regular feedback from service users to ensure the continued improvement of services and support offered to children and young people by TDAS.
* Attendance at internal and external meetings to support the delivery and development of the Community Service
* Chair the Domestic Abuse Practitioners Network and attend any forums related to the Community service in order to support on delivery with the wider provision in Trafford
* To deliver awareness raising sessions to the public on domestic abuse and its effects on families
* To cover any staff absences and temporary gaps to ensure continuity of service delivery for Community Service
* The set up and project management of new services
* Research and apply for grants / funds that would support delivery of Community service
* To plan and manage own workload working on own initiative, often in times of crisis
* To be aware of, implement and keep up to date with Child Protection/Safeguarding Procedures in accordance with TDAS and Trafford Borough’s Child Protection/Safeguarding policies and procedures.
* To ensure regular health and safety procedures including risk assessments are completed for Community related activities
* To complete annual reviews of Community Service policies and procedures
* Work in partnership with adults, families, staff, statutory, voluntary and community organisations to promote the welfare and wellbeing of all adults and families supported by TDAS.
* Work with TDAS team to promote and support the development of TDAS.
* Work to the standards laid down within the bounds of the Policy and Procedures of TDAS, including Equal Opportunities, Equality & Diversity, Data Protection, Child Protection and Safeguarding vulnerable Adults, Health & Safety and core service user policies at all times. This is not an exhaustive list and all other policies and procedures within TDAS must be complied with.
* Undertake any other reasonable duties as requested by the Head of TDAS and the Services Manager, commensurate with the grade and job title of the post.

**Person Specification**

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| **Qualifications and Experience** | **Yes** | **No** |
| NNEB/NVQ level 3 or equivalent qualification in Social care  Minimum of two years experience of working with adults in a domestic abuse setting  Minimum of two years managing/leading a team |  |  |
| **Skills & Knowledge** | **Application** | **Interview** |
| Experience of managing crisis situations  Knowledge and understanding of the effects of domestic abuse on women, men, children and young people and the support and services available to them  Experience of supervising people with the ability to effectively lead and supervise a small team  Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of services, Health & Safety requirements  Ability to use all the Microsoft office packages  Experience of planning, organisation, implementation and evaluating tasks and larger projects  Commitment to equal opportunities with a non- judgemental, empathic attitude  High level of self-motivation and the ability to plan. organise and prioritise to meet deadlines  Ability to communicate with service users, Team members, Management Committee and external agencies and demonstrate excellent communication skills both verbal and written  Ability to deliver high standard of service provisions to all users and stakeholders and commitment to continuous improvement  Planning and Management of budgets  Knowledge of basic welfare rights and benefits | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** | **X**  **X**  **X**  **X**  **X**  **X**  **X**  **X** |
| Desirable | | |
| Full driving licence and access to a car for work  Understanding of the domestic abuse sector and the role and remits of statutory and voluntary agencies in the sector  Working knowledge of all relevant Policy & Procedures  Up to date knowledge of Health & Safety requirements  First Aid Qualification | **x**  **x**  **x**  **x**  **x** | **X**  **x** |
| **Competency/Behaviour** | | |
| 1. Proactive 2. Compassionate 3. Non-Judgemental and positive attitude 4. Empathetic 5. Approachable, flexible 6. Time management 7. Committed to continuous improvement 8. Team player as well as an individual player 9. High level of self motivation 10. Service provisions of a high standard to all users 11. Excellent communication skills at all levels 12. Planning, organisation, implementation and evaluation 13. Communication with service users, team members, Board of Trustees and external agencies 14. Continuous improvement 15. Team work | | |

**Additional Requirements**

The post holder will be required to liaise with –

Head of TDAS, Team Leader, Accommodation and Community Services Teams, Statutory, Voluntary Community Organisations and other professionals

**This post is subject to enhanced DBS disclosure checks**