

Job Description

Job title: Team Leader - Helpline & Engagement

Hours: 37 hours per week: Monday to Friday and 1 Saturday a month

Salary: £27,000

Responsible For: Helpline & Engagement Service Case Workers & Volunteers

Responsible to: Service Manager

Main purposes of the post

The H&ES will act as the main access point for victims of domestic and sexual violence and abuse (and those supporting them), and as such it will be the primary access to other support services within the service system.

The team leader will be responsible for day-to-day supervisory responsibilities for all caseworkers/Volunteers within the Helpline & Engagement Service (H&ES). The team leader will support the Service Manager to ensure all operations are effective, delivered to a high-quality and compliant with the contractual scope and quality standards. Ensuring a professional, responsive service that actively seeks to engage victims to ensure our service can collaborate effectively with other services within the system to meet individual needs which ensures client safety and recovery from the abuse they have experienced including:

Team Leader key tasks:

- Supervise all case workers/volunteers
- Support the Service Manager with recruitment, induction and training of staff
- Oversee daily triage & case allocation, ensuring victims receive appropriate & timely support
- Review cases on the helpline assessment list on a daily basis prioritising the allocation of cases
- Delivering training and briefing sessions to staff and wider partners
- Support the Service Manager with ensuring the suitability of cases referred to MARAC, signing-off and representing cases daily at MARAC as and when required.
- Support with the cover of the helpline, SDVC and MARAC as and when required.

General Duties

1. Ensure a high quality front-line service provided to victims of Sexual and Domestic violence and professionals through the Helpline & Engagement Service.

2. Be responsible for the day-to-day supervision of staff/volunteers, ensuring appropriate and effective delivery of service
3. Ensure appropriate and effective delivery of services, including risk assessments, support and safety planning, advice, referrals to other agencies including appropriate referrals to the daily and complex MARAC where appropriate.
4. Working directly with all key agency partners to promote the safety of victims identified as high risk of harm including prompt referrals to the daily MARAC
5. Representation of clients at and presentation of cases to the daily MARAC
6. Support the Service Manager to develop and implement protocols and effective referral procedures internally and externally between services within the service system and other relevant agencies.
7. Working in partnership with statutory and voluntary agencies, ensuring that support services are central to multi-agency work.
8. Ensure a proactive response to clients which includes; attempts to contact client, appropriate undertaking of risk and needs assessments and the engagement of clients via appropriate support methods, including via telephone, text, webchat, email and face to face as appropriate. This will include overseeing the effective liaison with referring agency to assist with engagement where appropriate.
9. Ensure the completion of Insights monitoring and evaluation forms as appropriate
10. Ensure support is available to clients to enable them to access immediate support options including securing refuge accommodation locally and nationally, housing advocacy, health, legal advice, welfare support etc.
11. Attend multi-agency meetings as appropriate to advocate for clients
12. A commitment to partnership working and attendance at multi-agency meetings and community events to promote the service/organisation
13. Be competent in accurate record-keeping, report writing and collection of data for monitoring purposes, service specific monitoring reports and to provide statistical information for evaluation purposes as required
14. Ensure information provided through the H&ES is constantly updated and meets current legislation and best practice
15. Development and maintenance of quality practice that meets appropriate quality standards, in particular to maintain accreditation with the Helpline Partnership.
16. Assist in the development of a communications strategy to ensure awareness of support through the service system both members of the public and professionals.
17. Ensure that the support is working to best practice guidelines and work in accordance to best practice in line with contractual requirements
18. Ensure record keeping systems are in line with data protection requirements
19. Implement agreed policies/procedures and strategic objectives
20. To ensure services are compliant with all statutory regulations, current legislation, local codes of practice and policies and that the service complies with the legal framework that protects the safety of children and adults
21. Continually review and assess performance and provide a clear plan of continuous improvement.
22. Take responsibility for the continuing professional development of self and others.
23. Liaise and network with relevant statutory and voluntary organisations in providing support to service-users, attend local partnership meetings and represent Freeva externally where appropriate.

24. Ensure that the experiences of service-users and other agencies inform the delivery of services
25. Attend all appropriate operational and strategic meetings in relation to the services.
26. Deliver training, awareness raising and briefing sessions.
27. Ensure confidentiality and professional boundaries are maintained at all times.
28. Comply with all policies and procedures at all times.

Organisational Development & Reporting

1. Strengthen and develop links with a wide range of local organisations and businesses across all sectors to promote services as widely as possible
2. Keep all members of staff and Board of Trustees informed about good practice and to contribute in the development of policies, strategies and working practices
3. Liaise effectively with all managers across the service system to monitor and review gaps, improvements and opportunities.
4. Keep up-to-date with developments in the volunteering and domestic and sexual violence sector.
5. Support with the updating of website information and social media
6. Undertake other such duties as may be required by the Board of Trustees from time to time, but which will be consistent with the role.

Person Specification

Area	Criteria
Education & training	<p>Essential</p> <p>An honours degree or equivalent qualification, or alternatively substantial, significant relevant experience working within Domestic & Sexual Violence and Abuse (DSVA) and H&ES Strong background in team leadership</p> <p>Achieved or be willing to undertake specialist training including:</p> <ul style="list-style-type: none">- SafeLives training for Marac representatives- SafeLives training for Managers.- OCNLR Level 3 Certification/Diploma in Domestic Abuse <p>Experience/skills: Possess the following experience/skills:</p> <ul style="list-style-type: none">• Strong background in team leadership• Crisis management• Implementing successful change management and growth• Assisting with developing policies and procedures• Understanding of trauma impact on victims, multi-agency risk assessment frameworks, and business procedures. <p>Desirable</p> <p>Independent Domestic Violence Adviser (IDVA) Qualification A relevant professional qualification such as CQSW, Diploma in Counselling</p>
Work Experience	<p>Essential</p> <ul style="list-style-type: none">• Minimum of two years experiences of team leadership, ideally within domestic and sexual violence or helpline sector.• Minimum of two years supervisory background• Experience of providing information, advice and support by phone• Experience of writing and delivering training courses• Proven experience implementing successful change management and growth• Experience of training and development• Experience of reporting to senior management internally, and professional organizations externally.• Knowledge of HR issues and its practical implications• Knowledge of best practice in relation to people management• Experience of informal and/or formal negotiation

- Experience of contributing to the development of policies and procedures
- A sound understanding of successful business procedures in line with current legislation
- Experience of successful partnership working
- At least 3 year's experience of working within victims' services, in particular with victims of violence and abuse.
- A comprehensive understanding of issues and key concepts relating to victims of violence and abuse.
- Understanding of multi-agency risk assessment frameworks
- Practical experience of setting up systems for evaluating and monitoring.
- An understanding of the traumatic impact of domestic and sexual violence and knowledge of the criminal justice process

Desirable:

- A charitable or voluntary sector background
- Experience of submitting successful funding applications
- Training presentations skills

Personal Attributes

Essential

- Strong crisis management skills
- Empathetic to clients' needs.
- Motivated and enthusiastic
- Excellent interpersonal skills.
- Excellent written and verbal communication skills, with the ability to present clear well-structured professional reports
- Knowledge of the impact of sexual abuse and violence on victims and children
- Excellent presentation skills
- Ability to operate a high degree of confidentiality
- Ability to work to tight deadlines and to take responsibility for meeting agreed targets
- Ability to organise and prioritise work
- Ability to work on own initiative, to be proactive and take responsibility for actions
- Ability to work independently and as part of a team towards a common objective
- Ability to work in partnership with other agencies
- Commitment to continuing professional development
- Ability to recognise discrimination, in its various forms, and to take appropriate action
- Willingness to work flexibly, as and when required
- Ability to resolve conflict
- Ability to analyse and interpret statistical and other data
- Commitment to the aims and work of FreeVA

- Commitment to providing a high quality victim-focussed and inclusive service

IT skills

Essential

A competent user in all aspects of MS office (Word, Excel, PowerPoint, Outlook)

A competent user in Email and Internet

Desirable

Knowledge and experience of using case management systems