

## **Job Profile**

### **Job Title: Independent Services Team Leader**

#### **Background**

Fife Women's Aid (FWA) is a registered Scottish charity and a company limited by guarantee with over 30 years' experience of providing services to women, children and young people who have experienced domestic abuse.

**Our Vision:** "Our vision is of an equitable society in which women, children and young people are valued participants, able to determine their own future and are free from all forms of abuse."

**Our Mission Statement:** "Underpinned by a feminist analysis of domestic abuse, we will work in partnership with others to provide accessible support services for women, children and young people in Fife who have experienced domestic abuse."

## **JOB DESCRIPTION**

### **Job purpose**

This is a new team leader post and as such the post holder will be responsible for developing the role in this fast moving and challenging environment. The purpose of this post is to support the delivery and development of a range of independent services for Fife Women's Aid which provides services to women, children and young people who have experienced domestic abuse. This role contributes as a Team Leader to meeting the aims and objectives of Fife Women's Aid.

We envisage an experienced development team leader with proven skills in either counselling or advocacy services for vulnerable client groups plus monitoring and evaluation experience. In addition the post will involve managing the volunteer co-ordinator post which will be responsible for recruiting, training and deploying volunteers for all aspects of the service.

The post holder will manage, support and develop teams of experienced and dedicated staff, grow and develop our independent advocacy service, MARAC independent advocacy service, therapeutic counselling service, monitoring and evaluation service, court advocacy and support service, volunteer base and CJ Domestic Abuse Group service work along with the Manager to deliver the objectives of the business plan.

## **Reporting to**

Fife Women's Aid Manager.

Direct line management responsibility for:

Independent advocacy workers, Independent MARAC advocacy workers, Court advocacy and support worker, Therapeutic counsellors, volunteer co-ordinator, monitoring and evaluation workers and CJ Domestic Abuse Group worker.

## **Key activities**

Responsible under the direction of the Manager for planning, development, monitoring and reviewing of all advocacy, monitoring and evaluation, counselling and volunteer services as delivered by Fife Women's Aid.

Responsible for funding development of services within this team remit.

Responsible for providing team leadership, working with minimum supervision and taking day to day responsibility for operational decisions, planning, development, monitoring and review of the Independent Services team.

Take the lead in defined organisational areas as appropriate. Provide support and supervision, coaching and mentoring services to the Independent Services team.

Attend and report to the Board when required.

1. Ensure the provision of information, responsive assistance, counselling and advocacy services to services users. This includes overseeing all operational aspects of each service to ensure the provision of individual needs assessment, developing Support Plans, risk assessment and ongoing risk management. Support, encourage and empower women, children and young people to identify personal needs and goals to promote their personal development.
2. Supervise the worker activities of the Independent Services Team. Ensure provision of services for women accessing each of the services within the team.

Take responsibility for developing and maintaining service user information.

3. Take responsibility, in partnership with the Manager and Business Manager, for identifying gaps in provision and areas for growth and development of services. Contribute to the strategic planning of services and the development of funding to sustain projects within Independent Services Team.
4. Work in partnership with the Manager, Business Manager, CYP team leader, WSS Team Leader and Housing & Health & Safety Team Leader to ensure compliance with policies and procedures in health, hygiene and safety.

5. Work in partnership with the Manager, Business Manager, CYP team leader, WSS Team Leader and Housing & Health & Safety Team Leader to ensure the needs of the services are met with regard to recruiting and deploying volunteers for each of the services within FWA.
6. Support and develop team members in their role and appropriately delegate tasks which enable personal development and organisational sustainability. Provide regular support and supervision to all team members and undertake annual appraisals.
7. In partnership with the Manager, take responsibility for the delivery and development of all advocacy, counselling, monitoring and evaluation and volunteer services of the organisation. Take responsibility for ensuring that service delivery complies with relevant legislation, policies, standards and procedures required by the law, FWA or funding bodies. Keep up to date with changes in legislation and working practices.
8. Support and develop the monitoring and evaluation team to provide regular monitoring and evaluation of the organisation using the tools developed within its evaluation framework. Ensure quantitative and qualitative information on service provision and related issues is collected, analysed and reviewed regularly. Produce written reports, as required. Ensure required audits are completed and monitoring and reporting documents are completed accurately and on time.
9. Promote a culture of collaborative working, continuous improvement, strong service user focus and integrated service delivery across all Fife Women's Aid services. Support effective communication within and between teams and build and maintain collaborative working relationships with key partner agencies and stakeholders.
10. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
11. Promote the work of Fife Women's Aid in the local and wider community, help raise awareness on issues of domestic abuse.
12. Perform other duties as reasonably required by the Manager and show commitment to ongoing personal and professional development.

## Person Specification

<b>Qualifications, Training and Experience</b>	<b>Essential</b>	<b>Desirable</b>
At least 2 years experience of managing staff in both formal and informal settings.	E	
A relevant qualification in any appropriate discipline		D
A good understanding of counselling, advocacy services and monitoring and evaluation	E	
Experience in providing training		D
Experience in supporting, managing and retaining volunteers		D
Understanding of project planning and budgeting	E	
<b>Competencies</b>		
Excellent communication and interpersonal skills	E	
Good leadership skills with experience of managing and developing teams and individuals	E	
Good organisational skills	E	
Ability to prioritise tasks, meet deadlines and delegate effectively	E	
Proven ability to work effectively with partnership agencies and promote stakeholder engagement	E	
Good report writing and record keeping skills	E	
Good IT skills including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems.	E	
Knowledge of the causes and effects of domestic abuse and understanding of a feminist approach to domestic abuse		D
<b>Personal Qualities</b>		
Non judgemental and empathic approach	E	
Committed, effective and co-operative		

Demonstrate a positive and solution focused approach to challenges	E	
Self motivated and with the ability to motivate others	E	
Flexible and responsive approach with ability to adapt to meet the needs of the organisation	E	
Commitment to equal opportunities and anti-discriminatory practice.	E	
<b>Special Requirements</b>		
Able to work flexibly including some evenings and occasional weekend work	E	
Ability to travel within and out with Fife	E	
Ability to have business motor insurance if required	E	
<b>Organisational Culture</b>		
Fife Women's Aid is committed to bringing an end to domestic abuse and providing a high standard of service to its service users and other stakeholders. The post holder must subscribe to the feminist analysis of domestic abuse and share a commitment to achieving the objectives of Fife Women's Aid.		

Fife Women's Aid strives to be an equal opportunities employer

Fife Women's Aid welcomes applications from women from all sectors of the community. Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.

Reg Scottish Charity SC011689

## **Fife Women's Aid**

### **Independent Services Team Leader**

#### **Outline Terms and Conditions**

**Working hours:** 30 hours per week

Hours are required to be flexible including office hours, some out of hours and occasional evening and weekends.

**Salary:** £31, 121 FTE (pro-rata)

**Probationary period:** 6 months

**Notice period:** 1 weeks' notice for first 6 months; 4 weeks' notice thereafter

**Annual leave entitlement:** 32 days per annum (pro rata)

**Public holidays:** 4 days (pro-rata)

**Sick pay:** Pro rate entitlement in accordance with length of service and is within a 12-month rolling period:

0-6 months – up to 1 week full pay and 1 week half pay

6-12 months – up to 2 weeks full pay and 2 weeks half pay

1-2 years' service – up to 4 weeks full pay and 4 weeks half pay

2-3 years' service – up to 6 weeks full pay and 6 weeks half pay

3-4 years' service – up to 9 weeks full pay and 9 weeks half pay

Over 5 years' service – up to 13 weeks full pay and 13 weeks half pay.

**Redundancy:** Statutory Redundancy terms.

**Pension:** Eligible to join pension scheme.

**Place of work:** Post can be based at Fife Women's Aid office in either Dunfermline or Cupar, however Team Leader will have direct report staff at both venues and therefore will need to travel between offices frequently. This office base may also be subject to change during the duration of this contract.

Post holder will be required to travel to and work across all areas of Fife. Travel to other areas of Scotland for training, meetings etc also required.

**A PVG check will be carried out for this position**

**Closing Date for Applications is 5pm Friday 1<sup>st</sup> August 2014**

**Interview date: Monday 11<sup>th</sup> August 2014**