Rochdale – DA Safe Accommodation Team Lead

WHAG is a leading charity delivering quality support services to women, men and their families who are affected by domestic abuse, homelessness, and young parents across the of Northwest England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse.

Our Vision - To support and empower vulnerable women and those affected by domestic abuse.

Our Mission - End Domestic Abuse, Homelessness, and relationship breakdown.

Our Values - Empowerment, Choice, Change, Strength

Guiding Principles - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future.

Be non-judgmental and supportive at all times.
Ensure trauma-informed, flexible support is accessible to all those in need
Support individuals to take responsibility and accountability for their actions
Support individuals, partners, and families to live independently within the community of their choosing.
Help develop new knowledge and create new skills for individuals and families to make better life choices.
Provide positive alternatives to current services and resources available in a community.

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff that can deliver person-

centred, trauma-informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.

JOB DESCRIPTION

Job Title:	Rochdale – DA Safe Accommodation Team Lead
Reports to:	Operations Manager and ultimately the CEO
Location	Rochdale DA Safe accommodation (all WHAG Projects Travel required)
Responsible for	Coordination and Development of WHAG's Rochdale DA safe accommodation services
Date Reviewed	March 24

Overall Aim

To lead and Co-ordinate WHAG's Domestic abuse safe accommodation service

To ensure a forward-thinking trauma-informed approach

Build strong relationships with key stakeholders.

To monitor and evaluate the key outputs for the service.

Requirements

- Qualification of Management/Housing/ Domestic abuse / women's studies qualification or equivalent to Diploma/ Degree/NVQ 5 or equivalent work level experience and the willingness to achieve a level 5 relevant qualification.
- Ability to work across identified contract area and travel for training and meeting purposes.
- Access to a car for work purposes.
- Ability to work flexible hours including evenings, and weekends when required and be part of a 24/7 on-call service rota.

Job Description

The list does not cover the full scope of tasks and responsibilities of the team leader role but illustrates some of the areas of emphasis for this post.

Key Objectives

The Team Leader will work with the Operations Manager to support the delivery of all operational aspects of WHAG, focusing on supporting the team and day-to-day delivery of commissioned and grant-funded work.

WHAG staff are part of a team providing practical and emotional support to individuals and families experiencing domestic abuse, sexual violence, women, and young parents experiencing or at risk of homelessness.

You will ensure that all work is carried out within contractual requirements, and this involves multi-agency working, and engaging with local partners. You will work effectively with the Operations Manager to lead on allocated working priorities, which may include accommodation and community-based teams, both grants, funded and contracted.

This will include, for example, 24/7 access to support, the intake of enquiries and allocation of referrals, outreach, and accommodation support, working with individuals and children.

You will provide supervision, case management, and case quality audits and database oversight and will deputise for other team leaders (in your area) in their absence.

Working in partnership with the HR team you will support the effective recruitment and, onboarding induction of staff and volunteers in the areas, you are responsible for.

Support the monitoring and evaluation of the effectiveness of the service budget, financial sustainability and impact of all products and services.

Proactively seek new opportunities, and innovative ways of working and achieve the defined aims and objectives.

Key tasks and accountabilities

- Produce accurate reporting on impact and outcomes for the operations manager.
- To assess the risks of the work we do, and the people who use our services and complete risk management plans to address any risks identified, reviewing risk regularly.
- Ensure the service is central to multi-agency working, driving recognition of the service as a key partner in local partnership delivery.
- Ensure the involvement of the service at a local level in meetings e.g., MARAC, DA forums, VAWG, homelessness etc.

- Where safeguarding concerns are identified, respond in line with WHAG's and the local authorities' policy and guidance. Appropriately supporting those who use our services and staff members.
- To have a thorough knowledge and understanding and keep up to date with legislation, legal orders, Domestic abuse Act, housing law updates and child protection procedures regarding Domestic Abuse.
- To be responsible and accountable for the efficient recording, storing, and maintaining of client records including contact notes, correspondence, SMART plans, risk management plans and outcomes achieved.
- To actively engage the people who use our services and promote involvement in the service.
- To support and supervise volunteers or students.

Accommodation

Record and proactively manage any risk, anti-social behaviour or neighbour nuisance and respond within a trauma-informed approach, following relevant escalation processes.

We are working to reflect on accommodation obstacles, implementing development agreements, issuing warnings and notice where appropriate. Where necessary, ending support for a person accessing the service in conjunction with the Operations Manager.

To ensure benefits are claimed efficiently and HB and personal charge payments are received from all accessing accommodation services.

Responsibilities shared with all staff

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensure that the service is accessible.
- To undertake any other duties that may be required which are appropriate to your role.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensure that the service is accessible.
- To be committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers to share this commitment.

Person Specification

The Team Leader will have:

Experience and knowledge of	Essential	Desirable
Experience of supporting women, men and children who have been subject to domestic violence and abuse and/or sexual violence and abuse/stalking.	✓	
Experience of undertaking strengths, needs & risk assessments including DASH RIC.	✓	
Experience of effective multi-agency and partnership working (e.g., MARAC) and delivering complex and demanding service functions.	✓	
Experience of managing, supporting, supervising, motivating, and developing teams and individuals.		✓
Experience of person-centred, trauma-informed service delivery	✓	
Experience of enabling client involvement.		✓
Experience of working within a supported accommodation service, dispersed provision and/or engaging individuals who are experiencing insecure housing.		✓
Knowledge of the impact of SVA/DVA/Stalking etc. on individuals and communities (including BAMER, children, isolated, LGBTQ, elder, rural etc.).	✓	
Knowledge of best practices in relation to safeguarding, crisis accommodation, and community-based settings and MARAC.	✓	
Knowledge of criminal and civil proceedings relating to SVA/DVA/Stalking.		✓
Knowledge of welfare benefits including no recourse to public funds.	✓	
Strong skills around effective crisis resolution	✓	
Knowledge of and commitment to diversity and inclusion.	✓	
Strong IT skills include Microsoft Office Packages	✓	

Other information

This post involves travelling across the Northwest.

Principle Terms and Conditions	
Salary: **Actual Salary:**	NJC Scale Point 18 - 22 £27,022 - £29,148
Hours Per Week:	36 hours
Annual Leave:	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base. The role holder must possess a full current driving license, road fund license and business use. Insurance and MOT, providing proof when requested. The role holder must ensure the car is maintained and in a roadworthy condition.
Benefits	
Pension:	WHAG operates an auto-enrolment pension plan, which all employees are enrolled after a 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.
Health Plan	WHAG operate a health plan for all employees after completion of their probationary period. **For example, this includes:** Free eye testing Access to counselling Reduced gym membership
Bike to work scheme	WHAG operate a bike-to-work scheme.
Tech Scheme	WHAG operate a salary sacrifice tech scheme. This includes all products from Curry's
Christmas saving scheme	Saving from January – November
Flexi for non-rota posts	Core hours 10.00am - 3.30pm
Holiday Purchase	One week