



## Job Description

### Team Leader Domestic Abuse Service Hackney

To support the Service Manager by leading the day-to-day, consistent delivery of high-quality service to women and children fleeing domestic violence. Running the service in accordance with Hestia's strategic objectives and within the relevant legislative framework.

## THE ROLE: KEY RESPONSIBILITIES

- Oversee the day to day management of the Hackney Domestic Abuse Service
- Ensure the continuing relevance of services by being responsive to women, young people and children's needs and local authority requirements through ongoing planning, monitoring, and evaluating service delivery
- Achieve agreed standards of service delivery in compliance with relevant legislation, contract requirements, and Hestia policies
- Manage relationships with key stakeholders in the London Borough of Hackney
- Ensure that the service is contract compliant with the details in the service specification
- To ensure that all safeguarding requirements are met in line with organisational, local and legal procedures
- Support the Service Manager in managing health and safety, maintenance, rent/charges collection, arrears control, and voids control, across the service
- To plan, negotiate and effectively manage the services finances, keeping expenditure on all elements related to delivery including staffing in line with the contract and annual budget
- To make best use of property, equipment and Information Technology
- To undertake the supervision of staff, social work students, apprentices and to act as a mentor to pool workers who may work in any part of Hestia's services
- To provide management direction, support and advice to the staff team
- To attend meetings or forums addressing the needs of women, young people and children who have experienced domestic violence
- To ensure that staff (including pool workers) and social work students receive a thorough induction and training needs are addressed. 1-1 supervisions should be used to provide ongoing support and development to staff
- Participate in recruitment and grievance and disciplinary processes and ensure that all tasks are carried out within Hestia's policies and procedures
- To ensure that a seamless service is being delivered by working closely with other support providers to have a joined-up approach to addressing support needs. This will include joint working with GPs, health visitors, schools, counselling services, housing, the Police and any other agencies likely to be delivering support services to the service user
- Together with the Service Manager work on creating a truly co-produced service



## THE ROLE: KEY RESPONSIBILITIES cont.

- Ensure that women, young people and children are fully involved in the review, planning and delivery of the service and that they receive the support to do so. Every opportunity should be provided to develop their independent living skills either within the service or within their local communities
- Ensure that Individuals have relevant information about service user activities including information on Hestia's Service User Forum, The Better Lives Forum
- Provide monitoring information, both internally and externally, as required
- To ensure that all records are kept up to date and are stored in a secure and confidential manner
- To carry out regular file checks and to ensure that all information held is accurate and up to date
- To take part in supervision and appraisal, and take up opportunities to learn within the team, organisation and externally
- To stand in for the Service Manager, as and when agreed
- To participate in the out of hours emergency on-call rota

SAFEGUARDING: Hestia is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff and volunteers to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with Hestia.

This job description is subject to change depending on the needs of the service

## KEY SKILLS: PERSONAL SPECIFICATION

- Excellent knowledge of the impact of domestic abuse on women and children
- Experience of promoting and developing service user involvement/co – production
- Ability to manage staff
- Experience of working within a multi-agency setting
- Awareness of risks associated with domestic violence in a working environment
- Knowledge of legal, statutory, regulatory and good practice requirements applicable to the provision of supported housing
- Working knowledge of the relevant housing law and welfare benefits that apply to women and children using the service
- Knowledge of legal remedies available to women experiencing domestic violence
- Previous experience of using computer-based systems to accurately record work and client details
- Highly developed interpersonal, written and oral communication skills and ability to manage complex tasks in clearly defined time frames (including accurate records, reports, case notes and interpersonal communication)
- To participate in the out of hours emergency on-call rota
- Knowledge and understanding of safeguarding issues and ability to address them appropriately
- **Schedule 9 (1a) of the Equality Act 2010 applies to this position – (Only Female applicants please)**

