



ROLE PROFILE

Role Title	Community Team Leader	Service	DA/SV Service Cornwall
The Role	<p>The Team Leader will be responsible for leading, developing and line managing a team based in the community to provide a high-quality frontline service to victims of Domestic Abuse.</p> <p>The Team Leader will work within a multi-agency environment to support the co-ordinated community response and promote effective joint working and interventions for all those experiencing Domestic Abuse. The Team leader will be the lead in crisis situations and provide advice and guidance on child protection and adult safeguarding issues and information sharing concerns.</p> <p>The post holder will ensure that all records are accurate and complete, and lead the team to provide proactive, short to medium term support, based on thorough individual safety planning and personal support, incorporating risk assessment.</p> <p>The Team Leader is expected to lead and contribute to the operational direction of the service ensuring that the views of the service users inform future developments.</p> <p>To work collaboratively with the Helpline Team Leader and the IDVA Team Leader</p> <p>To remain up-to-date and compliant with all relevant legislation connected to your work, including organisational procedures, policies and professional codes of conduct and the IDVA Charter, in order to uphold standards of best practice.</p> <p>The post holder will need to be highly motivated, flexible and able to work unsupervised on a day to day basis.</p>		
Reports to	Domestic Abuse Services Manager	Salary	£24,800pa

Behavioural Competency	Minimum Level	Statement
Decision Making & Solution focused	3	Sets and works towards achieving goals within required timeframe. Identifies the key issues and appropriate solutions. Is able to take decisions in partnership alone or in partnership with others.
Analytical Thinking	3	Looks objectively at every side of an idea or situation to ensure that all outcomes are thoroughly assessed before deciding on the appropriate course of action. Analyses complex situations by looking at multiple causes and effects.
Client and Customer Focus	3	Delivers high quality services for clients in line with service policy and processes. Plans to ensure positive

		relationships are built with both service users and partner agencies.
Initiative and Creativity	3	Takes action to avoid or minimize potential problems or to maximize potential opportunities. Uses networks to seek fresh ideas and encourages different agencies to pool resources and expertise.
Adaptability and Flexibility	2	Dependent on the individual situation, to accomplish tasks or activities more effectively. Responds effectively to changing circumstances. Remains focused when faced with competing demands. Makes reasonable adjustments to ensure maximum effectiveness and motivation of self and others.
Holding People Accountable	3	Demands high performance and results from others by setting examples. Monitors performance against clear standards or deadlines, providing appropriate feedback when required. Helps individuals to start again when setbacks occur.
Ethics and Values	3	Fosters a climate of trust within the work team and contributes to policies and procedures to deal with difficult situations around confidentiality. Can interact with others fairly and objectively. Sets a strong example through own behaviour.
Leading and Developing Others	3	Provides leadership and encouragement to team members and others. Inspires and supports team members to realize their full potential.
Planning and Organising	2	Organise work according to project and time management principles and practices and plans contingencies to deal with the unexpected.
Team Working	3	Able to work co-operatively across teams and with external organisations to meet stated team goals. Delivers collective service responsibility putting personal preference aside. Positively contributes to team development.
Professional Self Awareness	2	Able to understand own emotions and triggers and how these impact on own behaviour and the response of others. Acts responsibly to minimise any negative impact and seeks support through supervision.

Safeguarding

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

To oversee and develop the operational service delivery of the community based team

To manage and supervise staff within First Light policies and procedures framework ensuring appropriate and effective service provision.

To contribute to staff development and professional practice through the Staff review and development process to include annual appraisal.
To support the recruitment, selection and retention process for community staff posts.
To ensure that accurate recording processes are implemented and maintained detailing client contact.
To ensure staff understand key risk management policies and procedures and implement them as required.
To ensure accurate and timely maintenance of all case records.
To ensure that staff follow procedures and protocols with other services so that the safety of the victim is kept central to any process.
To ensure that staff keep other relevant agencies informed about important changes in the victim's situation.
To develop the accessibility to the service for all people from the protected characteristic groups to ensure the service is available to all.
To develop effective monitoring and evaluation systems which provide data for output and outcome analysis.
To provide management reports to contribute to the analysis of effective practice and to contribute to and inform service development.
To develop and maintain links with other agencies and develop protocols and referral pathways as appropriate.
To work flexibly including out of hours as and when required to do so.
To maintain a personal development plan with a focus on team performance and service delivery.
Participate in fundraising activities to promote our cause and brand
Represent the charity and service with a broad range of organisations and individuals
To undertake any duties as may be required from time to time commensurate with the grade of the post.

Key Results	<p>Key results to be agreed annually at appraisal and may include:</p> <ul style="list-style-type: none"> Performance indicators relating to national occupational standards Service Manager Feedback Client, Colleagues and Stakeholders Feedback Performance review against stated team objectives Quality Assurance of case work Other projects as defined by the Service Manager
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PERSON SPECIFICATION

When completing your application form how you provide evidence that you meet the criteria below will be used to decide whether you are shortlisted for interview. Refer to the role information and person specification and tell us how your skills and experience match. Use examples where possible from the last 2-3 years and detail the situation or task, your action(s) and the result. If you are applying for your first job, provide examples of other relevant experience that will help us decide your suitability e.g. gained through education, volunteering, hobbies etc

	Essential / Desirable
EDUCATION, QUALIFICATION AND TRAINING	
Literacy skills and experience working with databases	E
Management qualification	D
Relevant degree or equivalent experience or vocational qualification	E
Full Driving license	E
EXPERIENCE	
Managing a team, staff supervision and staff development	D
Working with domestic abuse clients and/or vulnerable people	E
Leading change management projects	D
Developing and maintaining relationships with clients/colleagues/professionals and stakeholders	E
Handling confidential and sensitive information appropriately	E
KNOWLEDGE, SKILLS & ABILITIES	
Knowledge and use of Microsoft Office applications (Word, Outlook, Excel)	E
Excellent verbal and written communication skills including report writing	E
Theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse	D
Understanding of safeguarding issues [children and vulnerable adults] and the associated legal responsibilities	E
Have an understanding of multi-agency partnerships and legalities of information sharing in domestic abuse cases.	E
Ability to influence and motivate staff team	E
Understand and demonstrate a commitment to supporting the development of the service to respond positively to equality and diversity and inclusion	E
Flexibility and the ability to adapt according to the needs of the service	E
PERSONAL	
Able to maintain personal and professional boundaries	E
Able to self evaluate and critically reflect on own practice	E
Act with integrity and respect when working with all clients, agencies and individuals	E
Ability to work on own initiative and prioritise workload to meet tight deadlines	E

Short listing criteria

3 points	=	fully meets criteria
2 points	=	mostly meets criteria
1 point	=	partially meets criteria but falls short on key aspects
0 points	=	does not meet criteria